CommandCenter®
Secure Gateway

CC-SG
User Guide
Release 3.1

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For assistance in the North or South America, please contact the Raritan Technical Support Team by telephone (732) 764-8886, by fax (732) 764-8887, or by e-mail tech@raritan.com

Ask for Technical Support – Monday through Friday, 8:00am to 8:00pm, Eastern.

For assistance around the world, please see the last page of this guide for regional Raritan office contact information.

Safety Guidelines

To avoid potentially fatal shock hazard and possible damage to Raritan equipment:

- Do not use a 2-wire power cord in any product configuration.
- Test AC outlets at your computer and monitor for proper polarity and grounding.
- Use only with grounded outlets at both the computer and monitor. When using a backup UPS, power the computer, monitor and appliance off the supply.

Rack Mount Safety Guidelines

In Raritan products which require Rack Mounting, please follow these precautions:

- Operation temperature in a closed rack environment may be greater than room temperature. Do not exceed the rated maximum ambient temperature of the appliances (please see **Appendix A** in the **CC-SG Administrator Guide** for additional information).
- Ensure sufficient airflow through the rack environment.
- Mount equipment in the rack carefully to avoid uneven mechanical loading.
- Connect equipment to the supply circuit carefully to avoid overloading circuits.
- Ground all equipment properly, especially supply connections, such as power strips (other than direct connections), to the branch circuit.

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Chapter 1: Introduction

This document is intended for users who have been granted the **Nodes Access** privilege and have access to particular nodes that are attached to Raritan devices or IPMI servers. With the **Nodes Access** privilege, you can connect to nodes, control power to nodes, create custom views, search for nodes, and use node chat to talk to other users who are connected to the same node. The Active Nodes and User Data reports are also available.

Prerequisites

Before connecting to a node and managing nodes, the nodes need to be configured as well as the application that is used to connect to the node. Please see Raritan's **CommandCenter Secure Gateway Administrator Guide** for additional information.

Terminology/Acronyms

Terms and acronyms found in this document include:

- **iLO/RILOE**—Hewlett Packard's Integrated Lights Out/Remote Insight Lights Out servers that can be managed by CC-SG. Targets of an iLO/RILOE device are powered on/off and recycled directly.
- **In-band Access**—using the TCP/IP network to correct or troubleshoot a node in your network. You can access KVM and Serial devices via these in-band applications: RemoteDesktop Viewer, SSH Client, VNC Viewer.
- **IPMI Servers (**Intelligent Platform Management Interface)—servers that can be controlled by CC-SG.
- **Out-of-band Access**—using applications such as Raritan Remote Client (RRC), Raritan Console (RC), or Multi-Platform Client (MPC) to correct or troubleshoot a KVM or serial managed node in your network.
- **Ports**—are connection points between a Raritan Device and a node. Ports exist only on Raritan devices and identify a pathway from that device to a node.
- **Nodes**—are the target systems, such as servers, desktop PCs, or other networked equipment, that CC-SG users can access.

New 3.1 Features

These features are now available in CC-SG 3.1:

***Note**: Click the page number to navigate to the feature's description.*

FEATURE	LOCATION
Improved Java GUI—CC-SG Director Client	Page 4
HTML-based client—CC-SG Access Client	Page 6

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Chapter 2: Accessing CC-SG

You can access CC-SG in two ways, each described in this chapter:

- Through a browser: CC-SG supports numerous Web browsers (please see the Compatibility Matrix on http://www.raritan/support and click Firmware Upgrades then CommandCenter Secure Gateway for a complete list of browsers and platforms). CC-SG offers two browser-based access options, a **CC-SG Director Client** and a **CC-SG Access Client**.
- Through a standalone client: Install the executable from the included CD and run this instead of using the browser-based CC-SG Director Client. This executable, the **CC-SG Standalone Client**, functions exactly like the CC-SG Director Client.

***Note**: Multiple users can be connected simultaneously, using any client.*

Before You Begin

CC-SG is accessed via a web browser from a user's PC. Please verify the following.

JRE

The browser must have the correct version of Java Runtime Environment installed for full functionality. To check the version you are using:

1. Open **Control Panel**.
2. Click **Add or Remove Programs**.
3. Verify that your Java version is compatible with your CC Secure Gateway release. Please refer to the Compatibility Matrix on http://www.raritan.com/support. Click **Firmware Upgrades**, then **CommandCenter Secure Gateway**, then **Compatibility Matrix**.

To upgrade to the correct JRE version, go to **http://java.sun.com/products/archive**.

Disable Pop-up Blockers

The client PC and the browser should have all pop-up blockers disabled as well as any firewall software such as XP SP2 that is enabled by default.

To disable pop-up blockers in the PC:

1. Open **Control Panel**.
2. Click **Internet Options**.
3. Click the **Privacy** tab.
4. Clear the **Block Pop-ups** checkbox.
5. Click **Apply**, and then click **OK**.

Browser-Based Access via the CC-SG Director Client

1. Using a supported Internet browser, type the URL of the CC-SG, and then type /admin: **https://<IP address/admin>**. For example, https://10.0.3.30/admin. You are warned if you are using an unsupported Java Runtime Environment version on your machine. From the window that pops up, select whether you want to download the correct JRE version from the CC-SG server (if available), download it from the Sun Microsystems web site, or continue with the incorrect version, and then click **OK**.
2. With the correct JRE version (or if you continue with an incorrect version) the Login window appears.

Figure 1 CC-SG Director Client Login Screen

3. If the CC-SG Administrator has enabled the Restricted Service Agreement, read the agreement text, and then check the **I Understand and Accept the Restricted Service Agreement** checkbox.
4. Type your **Username** and **Password**, and then click **Log In**.

5. Upon valid login, the CC-SG application window appears. The menu bar and tool bar, which contain commands for operating CC-SG are at the top of the screen. The Nodes tab displays the Nodes selection tree. The central panel is where operation screens appear.

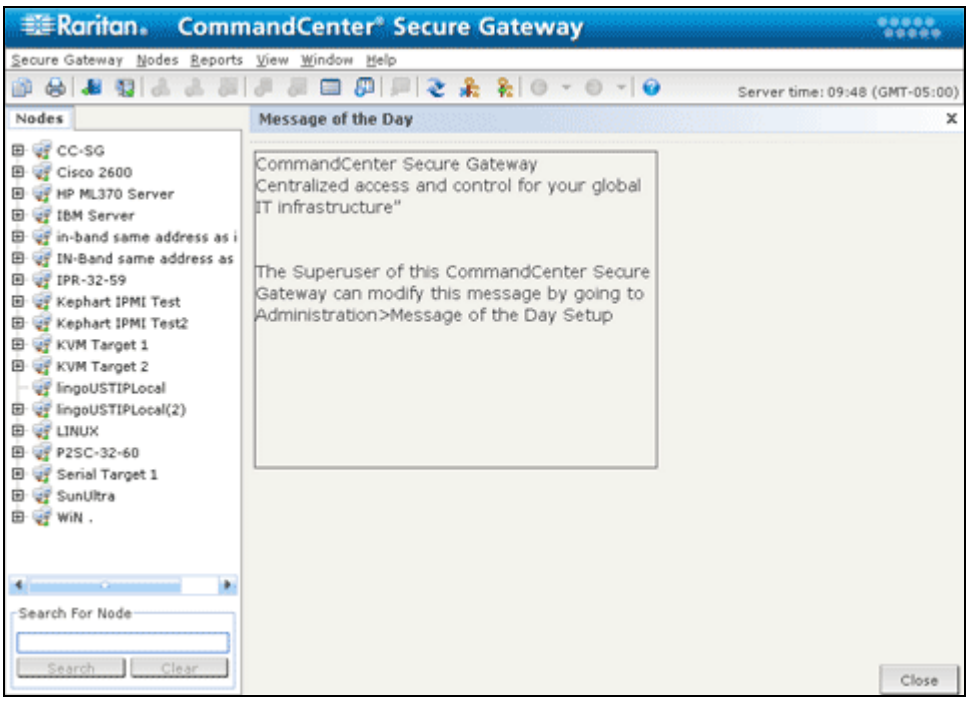

Figure 2 CC-SG Director Client Home Screen

Browser Based Access via the CC-SG Access Client

1. Using a supported Internet browser, type the URL of the CC-SG: **https://<IP address>**. For example, https://10.0.3.30. The login screen appears.

Raritan.
CommandCenter®
Secure Gateway
Username:*
Password:*
Log In
Clear
Restricted Service Agreement:
1. This system may be accessed by authorized users only. Disconnect now if you have not been expressly authorized to use this system. Unauthorized use is a criminal offense. Raritan reserves the right to monitor this system's use as necessary to ensure its stability, availability, and security.
2. This system may be accessed by authorized users only. Disconnect now if you have not been expressly authorized to use this system. Unauthorized use is a criminal offense. Raritan reserves the right to monitor this system's use as necessary to ensure its stability, availability, and security.
3. This system may be accessed by authorized users only. Disconnect now if you have not been expressly authorized to use this system. Unauthorized use is a criminal offense.
I Understand and Accept the Restricted Service Agreement
Copyright © 1999-2006 Raritan, Inc.

Figure 3 Access Client Login Screen

2. If the CC-SG Administrator has enabled the Restricted Service Agreement, read the agreement text, and then check the **I Understand and Accept the Restricted Service Agreement** checkbox.
3. Type your **Username** and **Password**.
4. Click **Log In**.

5. Upon valid login, the CC-SG Access Client's Home screen appears.

Raritan.
Node
My Profile
Custom View
Power Control
Help
CommandCenter®
Secure Gateway
Sep 28, 2006 17:38 EST
User ID: ccRoot
Search for Nodes:
Filter
Clear
All Nodes
Favorites
Recent
Helpful Links
Launch Admin
User Guide
Home
Logout
Message of the Day
CommandCenter Secure Gateway will be shutdown for maintenance at 6pm today for about 1 hour. Please contact administrator at X1234 or ccadmin@raritan.com.
All Dominion KX devices at Engineering Lab will be upgraded between 7pm-9pm, the status will be down for targets that connected to those devices.
Tip of the day: CC-SG3.1 provides different type of client applications. You can use either one based on your different need.
1. Access default IP address or http(s)://CC-SG-IP/admin , it will launch legacy Java applet which has complete functionality but take longer to launch and Java-Plugin is required.
2. Access http(s)://CC-SG-IP/access , it will launch html client which is faster and main purpose is for target access only.
3. Access http(s)://CC-SG-IP/clientinstall , it will install Java web start application on your machine.
Help
Copyright © 1999-2006 Raritan, Inc.

Figure 4 CC-SG Access Client's Home Screen

Possible Error Message in Internet Explorer

If you are using Internet Explorer, and you have access to a large number of nodes, you may see the following error message while CC-SG loads:

A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive. Do you want to abort the script?

This warning message occurs when a script is taking longer than the default time to run. Please click **No** in the warning message to continue running the script. Depending on your particular client and server speeds, and the amount of data loading, the message may recur.

You can change the default time that Internet Explorer will allow a script to run. Please refer to Microsoft Knowledge Base article 175500 for instructions.

If you experience a similar message in Firefox, please refer to Firefox documentation for resolution.

Standalone Client Access

The CC-SG Standalone Client allows you to connect to CC-SG by launching a Java application instead of running an applet through a Web browser.

1. Install the standalone CC-SG client located on the included CD ROM onto your PC. Or, to download the standalone client from CC-SG, type the URL of the CC-SG and then type **/install**. For example: **https://<IP address/install>**.
2. Double-click on the **CC Application** icon on your desktop to launch the CC-SG client. An address specification window appears.

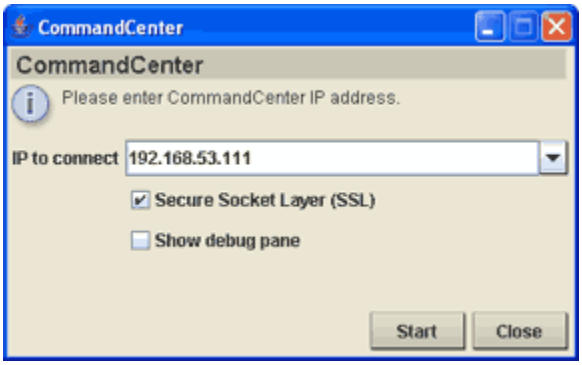

Figure 5 IP Specification Window

3. Type the IP address of the CC-SG unit you want to access in the **IP to connect** field, and then click **Start**. You are warned if you are using an unsupported Java Runtime Environment version on your machine. Once you have connected to a CC-SG, its IP address is automatically saved and can be selected from the drop-down list in the future.
4. After the standalone client successfully connects to CC-SG, the standard login screen appears, and the Standalone Client looks and behaves just like its browser-based counterpart, the CC-SG Director Client. Type your **Username** and **Password**, and then click **Login**.

Accessing a Serial Interface for the First Time

To access a remote node that is connected via a serial interface, click the Nodes tab and select the interface. If the node is configured for a console application, a Security Warning appears, indicating that the console applet is a signed applet from Raritan Systems. Click **Yes** and the console appears.

Warning: The security warning display (appearing in IE only) appears the first time the user connects to a serial interface. Click **Yes** when this display appears; if you click **No**, the console application does not launch and you must exit CC–SG, close the browser, re-launch the browser, and connect to CC–SG again.

For additional details about RaritanConsole operation, please refer to Raritan's **RaritanConsole User Guide**.

When a custom application is associated with a KVM or serial interface, selecting that interface launches the associated application. Raritan Remote Control and RaritanConsole are examples of custom applications that can be integrated into CC-SG.

CC-SG Director Client Window Components

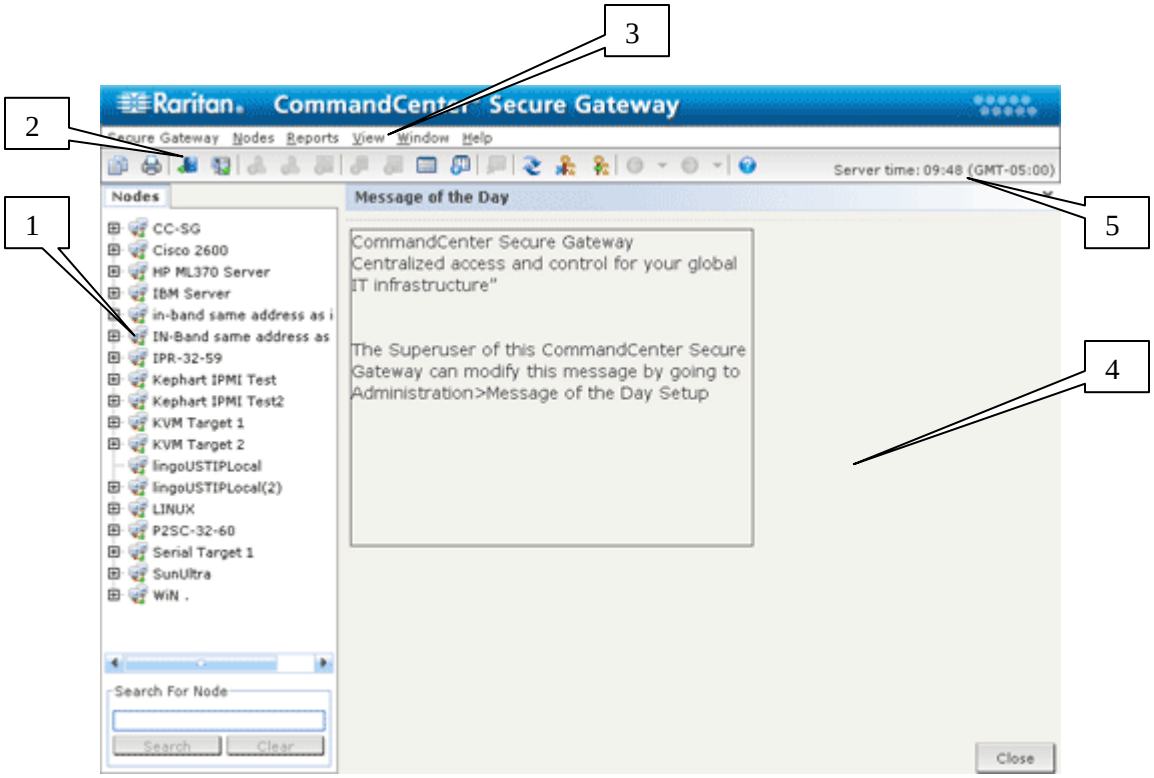

Figure 6 CC-SG Window Components

1. **Nodes Selection tab**: Click the **Nodes** tab to display all nodes in a tree view. Interfaces are grouped under their parent nodes. Click the + and - signs to expand or collapse the tree. Click a node to view the Node Profile. Right-click an interface and select **Connect** to connect to that interface. You can sort the nodes by Node Name (alphabetical) or Node Status (Available, Busy, Unavailable). Right-click the tree view, click **Node Sorting Options**, and then click **By Node Name** or **By Node Status**.
2. **Quick Commands toolbar**: This toolbar offers some shortcut buttons for executing common commands rapidly.
3. **Operation menu bar**: These menus contain commands to operate CC-SG. You can also access some of these commands by right-clicking on the icons in the **Nodes** selection tab. The menus and menu items you see are determined by your user access privileges.
4. **Main Display area**: The commands you select from the menu bar and/or the tool bar display in this main area. Displays here are referred to as screens. Screens may be broken down into panels.
5. **Server Time**: The current time and time zone as configured on CC-SG. This time may be different than the time used by the client.

CC-SG Access Client Window Components

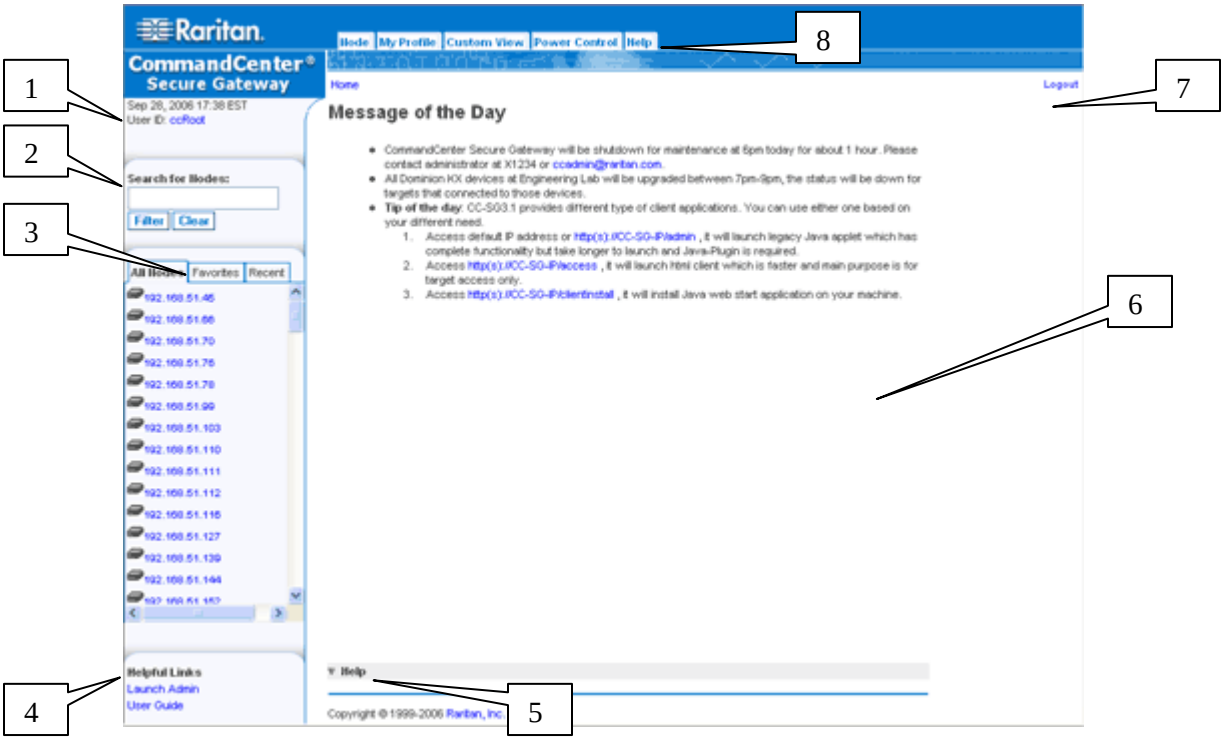

Figure 7 CC-SG Access Client Components

1. **User ID and Date**: Your CC-SG system date and time and **User ID** display at the top of the left panel. Click the **User ID** hyperlink to open the **My Profile** tab.
2. **Search**: The Search function allows you to search for nodes in two ways.
3. **Node lists**: The node lists display below the search area. In each list, you see icons that show the status of each node. The **All Nodes** list includes all nodes to which you have access. The Favorites list contains your personalized list of nodes. You can add nodes, delete nodes, and sort the list of **Favorite** nodes. The **Recent** list displays the ten nodes you have most recently accessed. Click a node to open the **Node** tab. The **Node** tab contains the **Node** profile, with details on the selected node. You can also connect to an interface, chat with other users, and perform power control operations from the **Node** tab.
4. **Helpful Links**: The **Helpful Links** section contains a link to launch the CC-SG Director Client, which can be used to perform administrative functions, and a link to open the CommandCenter Secure Gateway User Guide.
5. **On-screen Help**: The Help section at the bottom of the screen can be expanded and collapsed by clicking the black arrow.
6. **Main Display area**: The commands you select from the menu bar and the tool bar appear in this main area.
7. **Logout**: Click **Logout** to log out of CC-SG.
8. **Navigation tabs**: The Navigation tabs are located at the top of every screen. Click a tab to open the related screen.

Chapter 3: Connecting to and Using Nodes via the CC-SG Director Client

Node commands allow you to connect to, and disconnect from nodes of serial devices, IPMI servers, and KVM devices managed by your CC-SG.

When you click the **Nodes** tab, the Nodes tree displays information about the nodes connected with CC-SG. Nodes are arranged alphabetically by name, or grouped by availability status. Nodes arranged by status are sorted alphabetically within their availability grouping. To switch between arranging methods, right-click on the tree, click **Node Sorting Options**, then click **Sort By Node Name** or **Sort By Node Status**. Clicking a node displays the Node Profile screen.

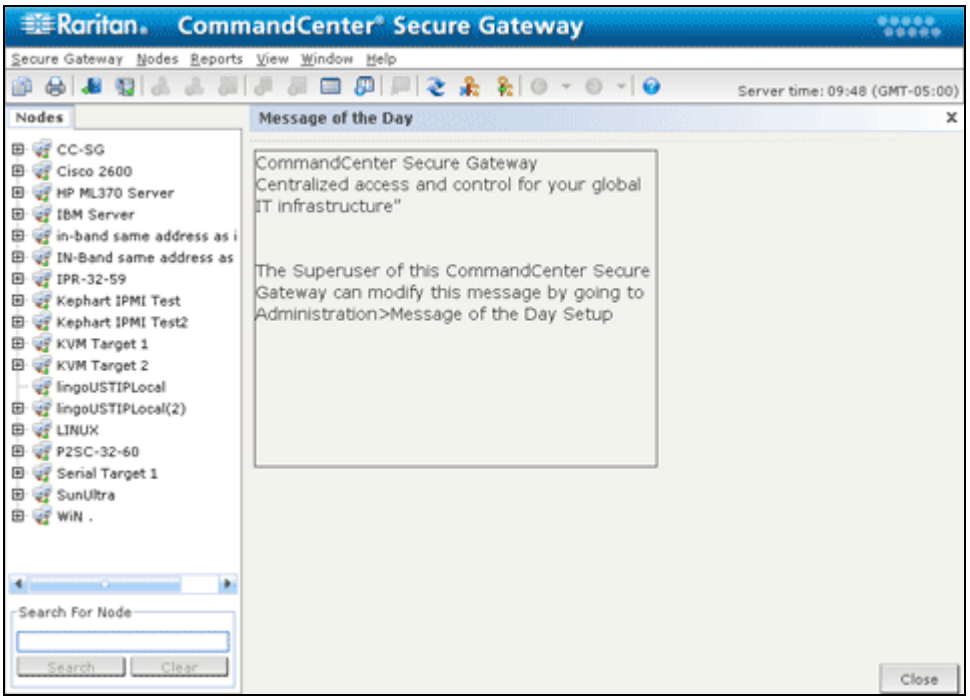

Figure 8 The Nodes Tab

Node Icons

For easier identification of status, nodes display a number of different colored icons in the nodes tree. For a description of what the icons represent, see the table below.

ICON	MEANING
	Node available – the node has at least one interface that is available.
	Node unavailable – all interfaces for the node are busy.

Interface Status

Each node has one or more interfaces through which you can connect to the node. You can see whether an interface is available by checking the Availability column in the Node Profile's Interface section. the in are several status

AVAILABILITY	MEANING
Idle	The interface is not in use.
Connected	The interface is in use, but it is available to additional users.
Busy	The interface is busy and cannot accept any additional users.

Note: KX 1.4 devices do not use the "Busy" Availability category, as described above. If a KX 1.4's interface displays the "Connected" Availability category, the interface may be either Connected or Busy.

Connect to Nodes

Once interfaces have been configured for each node, you are ready to connect to these nodes and manage them through the applications they have been configured with, for example, Raritan Console (RC), Raritan Serial Console (RSC), Raritan Remote Client (RRC), or Multi-Platform Client (MPC) application.

Connect to a Node via a Serial Interface

1. In the **Nodes** tree, select the node you want to connect to and manage. The Node Profile screen appears.

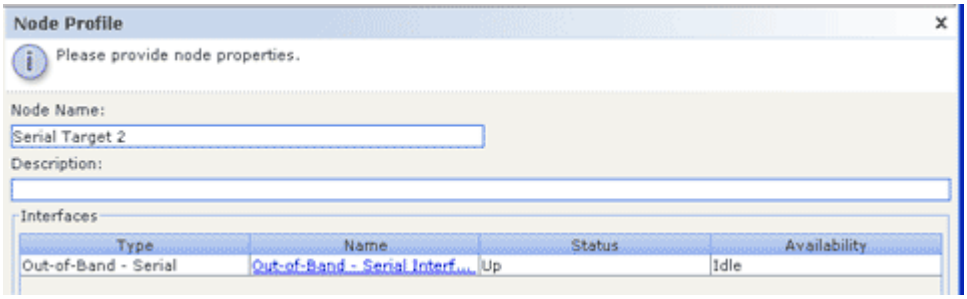

Figure 9 Node Profile Screen—Serial Interface

2. In the Node Profile screen, all configured interfaces display in the Interfaces section.
3. In the **Name** column, click the hyperlink of the serial interface you want to use to connect to the node.

4. The RSC application launches in a new window. Use the application to manage the node.

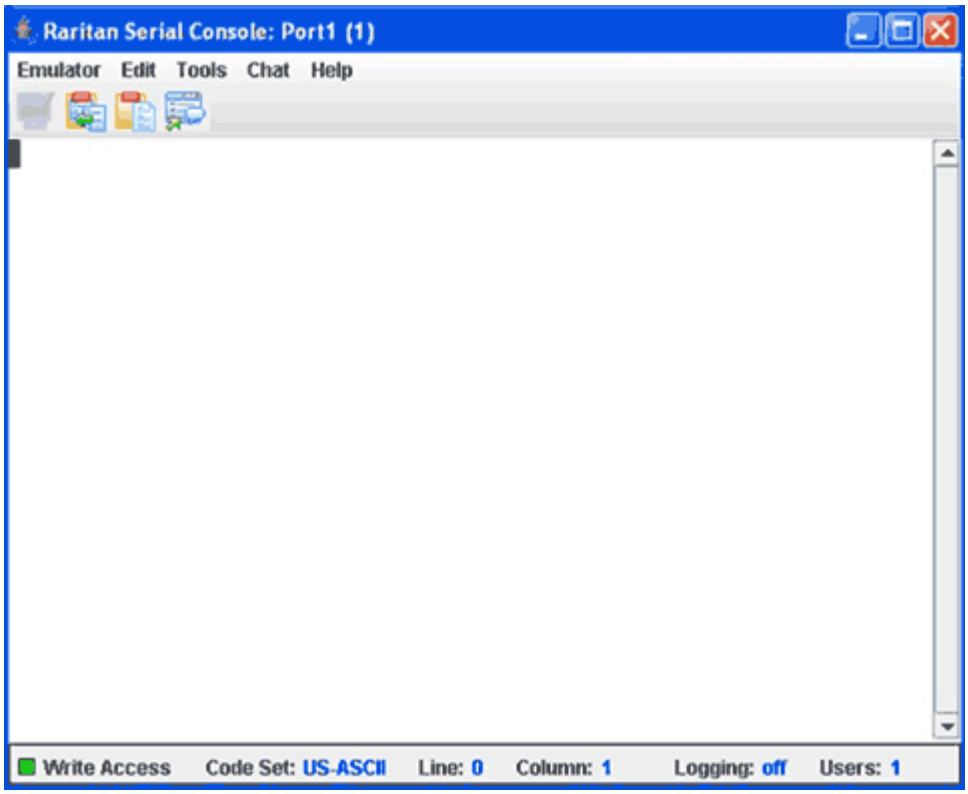

Figure 10 Raritan Serial Console

5. When you are finished using RSC to manage the node, on the RSC **Emulator** menu, click **Exit**.
6. Repeat the steps in this section to connect to and manage other nodes via serial interfaces.

Connect to a Node via an Out-of-Band KVM Interface

1. In the **Nodes** tree, select the node you want to connect to and manage. The Node Profile screen appears.

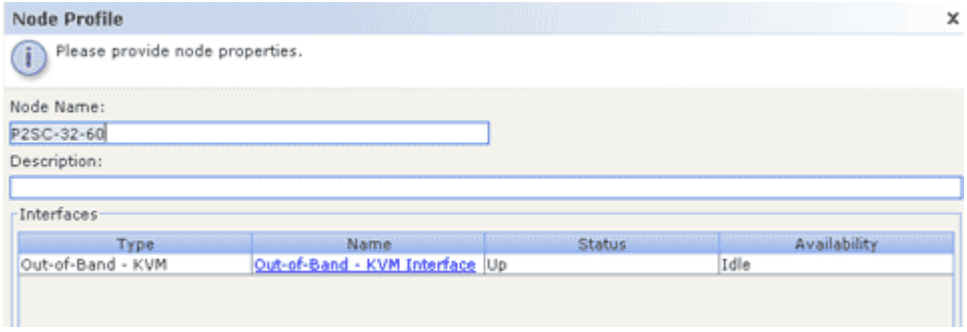

Figure 11 Node Profile Screen, Out-of-Band KVM Interface

2. In the Node Profile screen, all configured interfaces display in the Interfaces section.
3. In the **Name** column, click the hyperlink of the Out-of-Band KVM interface you want to use to connect to the node.
4. The RRC or MPC application launches in a new window.
5. A **Connection Status** window informs you of connection status. Once a connection is established, RRC or MPC opens.

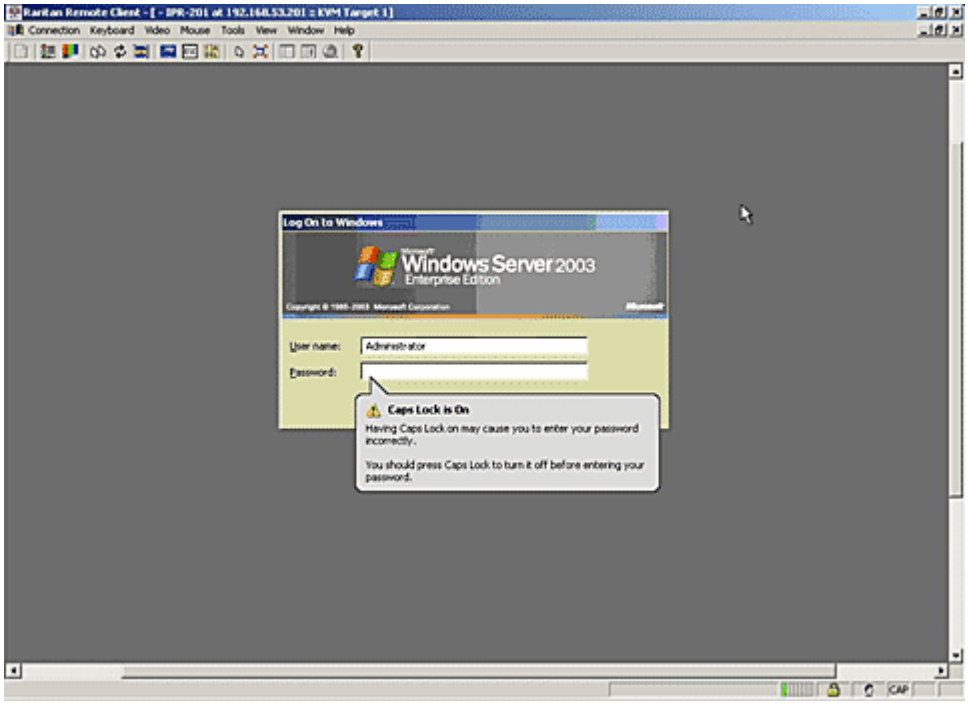

Figure 12 Raritan Remote Client Window

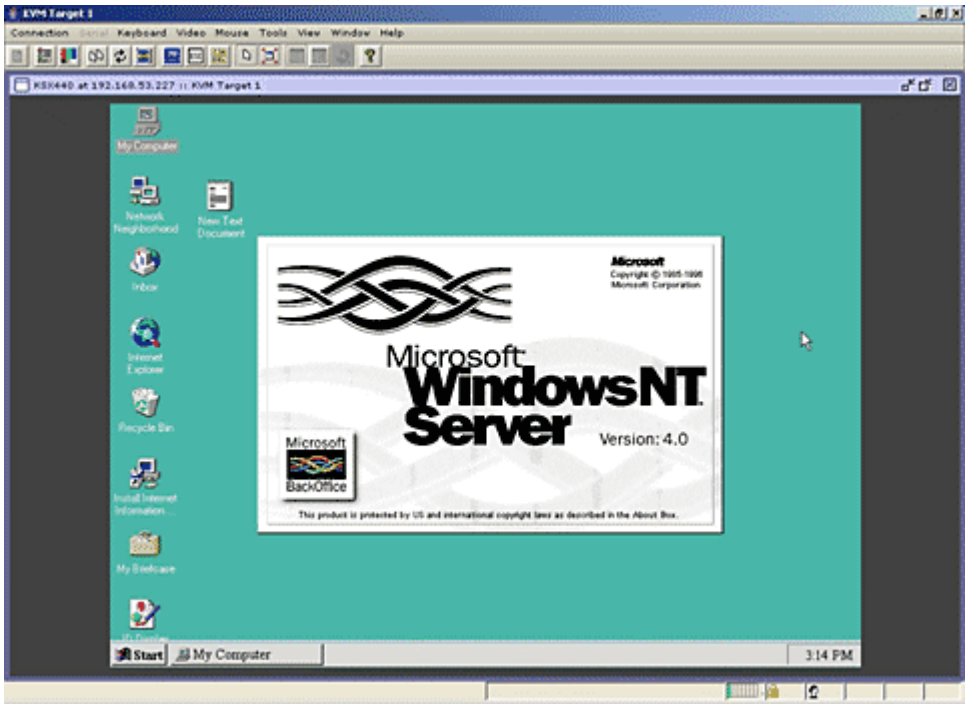

Figure 13 Multi-Platform Client Window

***Note**: If using the MPC application, saving the user profile from MPC also saves it to CC-SG. Thereafter, when connecting to a node using MPC, the saved settings are applied to the MPC session.*

6. When you are finished using RRC or MPC to manage the node, from the **Connection** menu, click **Exit**.
7. Repeat the steps in this section to connect to and manage other nodes via KVM interfaces.

***Note**: If the KVM node is on sleep mode and indicates "no video signal," press the space bar on your keyboard until the node exits sleep mode.*

Connect to a Node via an In-Band KVM Interface

1. In the **Nodes** tree, select the node you want to connect to and manage. The Node Profile screen appears. The figure below shows an HP iLO/RILOE-enabled node with an In-Band KVM interface.

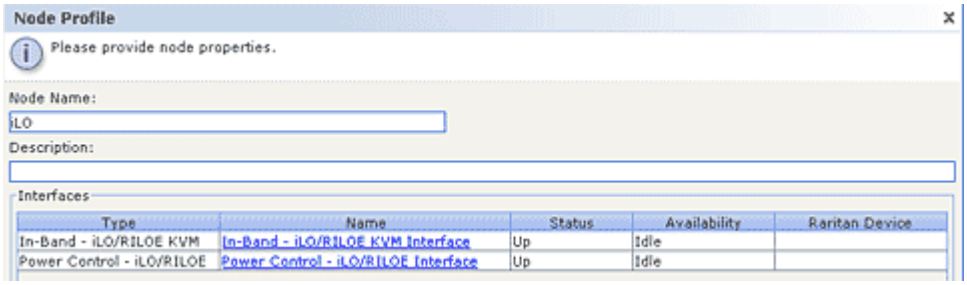

Figure 14 Node Profile Screen, In-Band KVM Interface

2. In the Node Profile screen, all configured interfaces display in the Interfaces section.
3. In the Name column, click the hyperlink of the In-Band KVM interface you want to use to connect to the node.
4. The **Remote Console** applet launches in a new window. When the applet loads, you have KVM access to the node.

Note: *If you cannot connect to an in-band KVM interface, it may already be occupied by another user.*

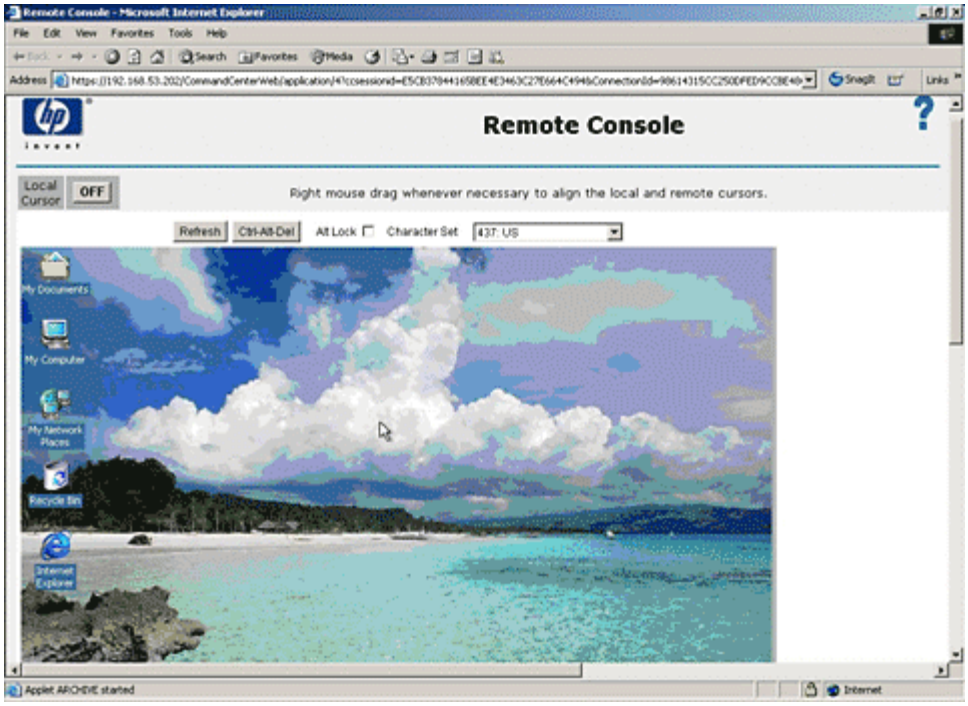

Figure 15 HP's Remote Console Applet

5. When you are finished using **Remote Console**, close the browser window.
6. Repeat the steps in this section to connect to and manage other nodes via in-band KVM interfaces.

Managing Node Power via an In-Band Power Interface

You can power on, power off, recycle power, or gracefully shutdown a node via an associated in-band power interface. Graceful shutdown allows the node to complete any processes it is currently running, while not allowing any new processes to begin, so that the node can shutdown without interrupting anything.

1. In the **Nodes** tree, select the node you want to manage through an in-band power interface. The Node Profile screen appears. The figure below shows an HP iLO/RILOE-enabled node with an in-band iLO-RILOE power control interface.

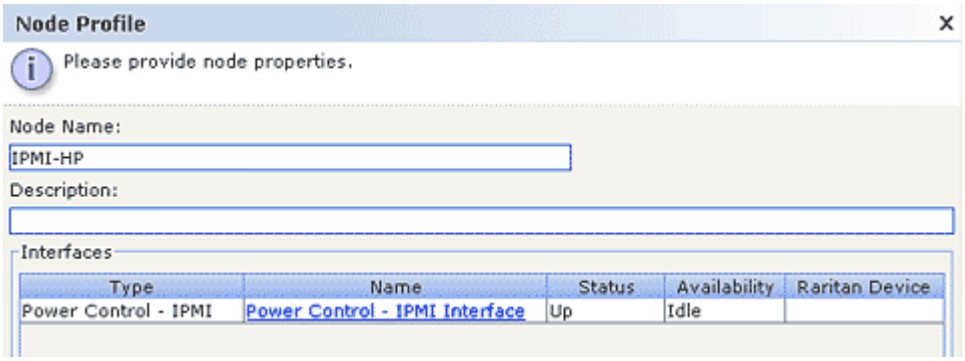

Figure 16 Node Profile Screen, In-Band Power Interface

2. In the Node Profile screen, all configured interfaces display in the Interfaces section.
3. In the Name column, click the hyperlink of the in-band power interface you want to use to control power to the node. The **Power Control** screen appears.

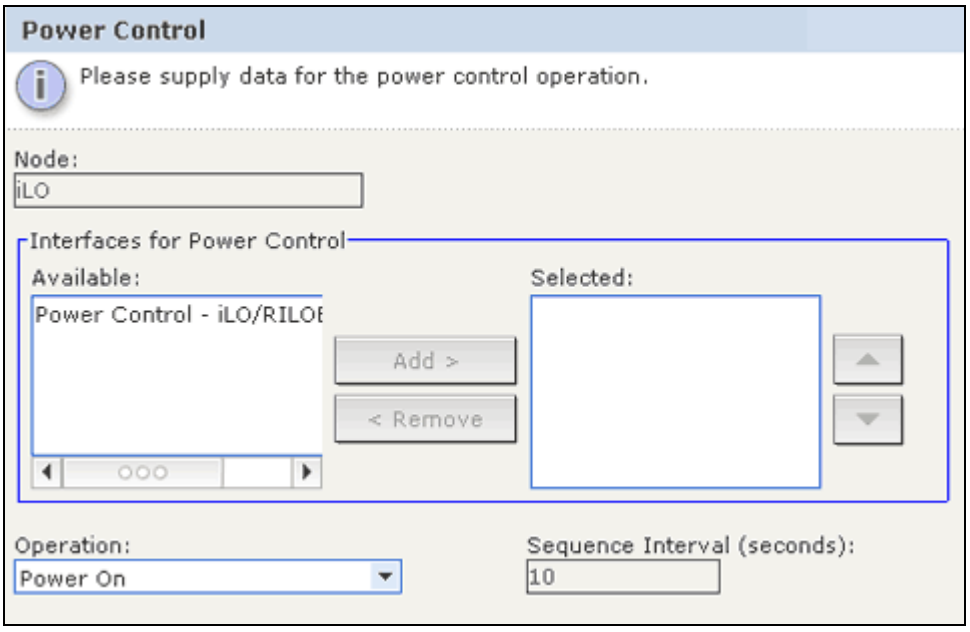

Figure 17 Power Control Screen, iLO/RILOE

4. The selected node's name displays in the **Node** field.
5. In the **Available** list, select the power interface through which you want to perform power control for the node, and then click **Add** to move the interface to the **Selected** list.
6. Click the **Operation** drop-down arrow, and select **Power On**, **Power Off**, **Power Cycle**, or **Graceful Shutdown** from the list.

7. If you selected **Power On** or **Power Off** in the **Operation** field and more than one interface in the **Selected** list, type the number of seconds, from 0-120, that should elapse between interfaces in the **Sequence Interval (seconds)** field.
8. Click **OK** to begin the power control operation.

***Note**: Nodes of an iLO/RILOE device are powered on/off and recycled directly. Nodes connected to Raritan Dominion devices, such as KX and SX, are managed via outlets of a power strip that are associated with a port of a Dominion device.*

Managing Power to an IPMI Server Node

IPMI Server nodes can be directly powered on/off, recycled, or gracefully shutdown through the associated power control IPMI interface.

1. In the **Nodes** tree, select the IPMI Server node you want to manage power to. The Node Profile screen appears.
2. In the Node Profile screen, all configured interfaces display in the Interfaces section.
3. In the Name column, click the hyperlink of the power control IPMI interface you want to use to control power to the IPMI server node. The **Power Control** screen appears.

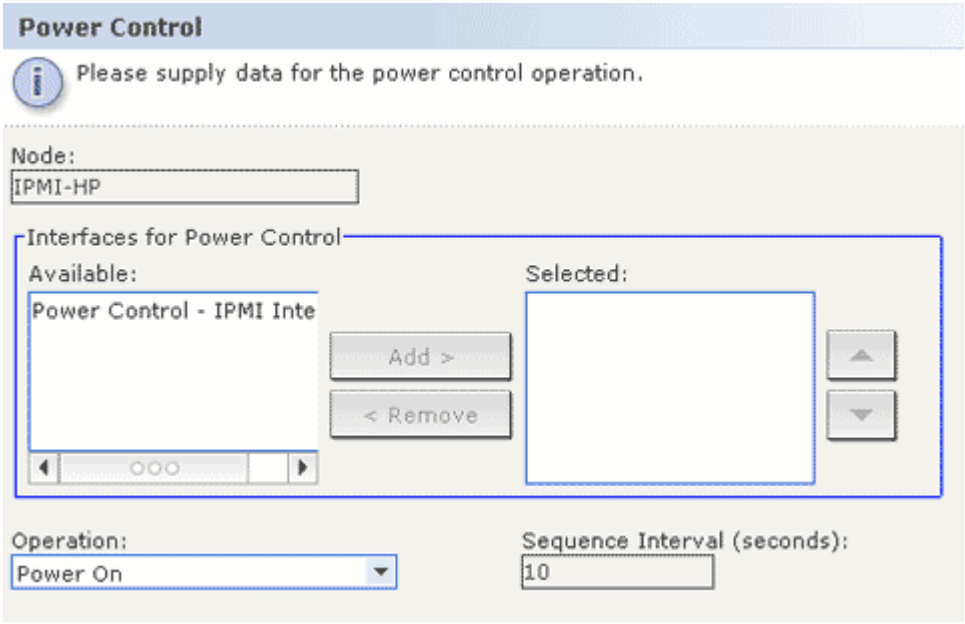

Figure 18 Power Control Screen for an IPMI Server Node

4. The selected node's name displays in the **Node** field.
5. In the **Available** list, select the power control IPMI interface through which you want to manage power for the node, and then click **Add** to move the interface to the **Selected** list.
6. Click the **Operation** drop-down arrow, and select **Power On**, **Power Off**, **Power Cycle**, or **Graceful Shutdown** from the list.
7. If you selected **Power On** or **Power Off** in the **Operation** field and more than one interface in the **Selected** list, type the number of seconds, from 0-120, that should elapse between interfaces in the **Sequence Interval (seconds)** field.
8. Click **OK** to begin the power control operation.
9. Repeat the steps in this section to manage power for other IPMI Server nodes.

Disconnect from a Node

There are several ways to disconnect from a node that you are currently connected to.

- In the **Nodes** tree, select the active node you want to disconnect from. On the **Nodes** menu, click **Disconnect**.
- In the **Nodes** tree, right-click the active node you want to disconnect from, and then click **Disconnect**.
- In the **Nodes** tree, right-click the interface through which you are connected to the active node, and then click **Disconnect**.
- Close the application you are using to manage the node.

***Note**: You cannot disconnect from nodes whose connections you did not initiate.*

Node Views

All nodes to which you have access display in the Nodes tab, in the left panel of the CC-SG Director Client. By default, nodes are arranged into a standard Tree View. The standard Tree View displays nodes in alphabetical order. If you want nodes to display in a different order, you can create a Custom Views. Custom Views allow you to specify different grouping of nodes, based on the categories they have been assigned to by the CC-SG Administrator. You can also sort nodes by name or by status in both the Tree View and the Custom Views.

Tree View

The standard Tree View displays nodes in alphabetical order. To apply the Tree View to the **Nodes** tab:

1. On the **Nodes** menu, click **Change View**, and then click **Tree View**. The **Tree View** of the Nodes tree appears.

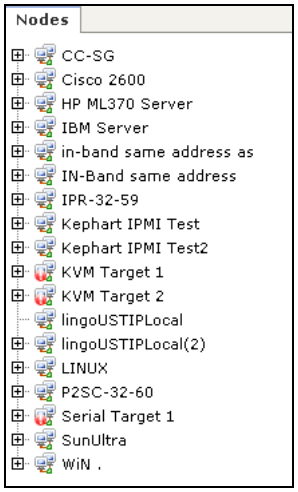

Figure 19 Nodes Tree in Standard Tree View

- Nodes are arranged alphabetically by name.
- Interfaces are grouped under their parent nodes. Click the + and - signs to expand or collapse each grouping.
- Click the Expand Tree and Collapse Tree icons in the toolbar at the top of the screen to expand and collapse the entire tree.

Custom View

You can customize the Nodes tree view by organizing your nodes to appear in the format of your choice, based on the categories the CC-SG Administrator assigned to them. For example, if the Administrator assigned categories for rack and location, you can set up a Custom View that displays nodes first by their location, then by which rack they are installed in.

Select a Custom View

1. On the **Nodes** menu, click **Change View** and then click **Custom View**. The **Custom View** screen appears.

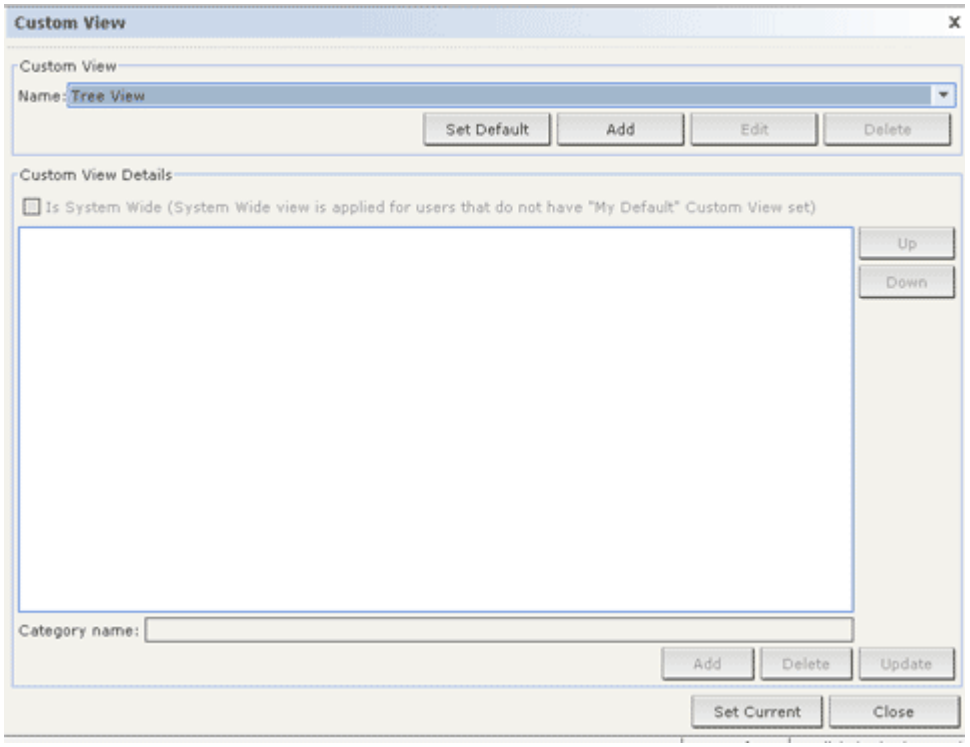

Figure 20 Custom View Screen

2. Click the **Name** drop-down arrow, and select a custom view from the list. Details of the categories included and their order appear in the **Custom View Details** panel
3. Click **Set Current** to display the Nodes tree by the categories specified in the custom view.
4. Click **Close** to close the **Custom View** screen.

Add Custom View

1. Click the **Nodes** tab.
2. On the **Nodes** menu click **Change View,** and then click **Create Custom View**. The **Custom View** screen appears.
3. In the **Custom View** panel, click **Add**. The **Add Custom View** window appears.

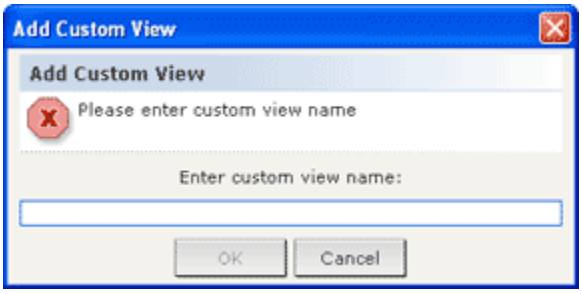

Figure 21 Add Custom View Window

4. Type a name for the new custom view in the **Enter custom view name** field, and then click **OK**. The new view name appears in the **Name** field in the Custom View screen.
5. In the **Custom View Details** panel, click the **Category name** drop-down arrow at the bottom of the panel. This list contains categories that you can add to the new custom view. Select a category from the list, and then click **Add** to add the category to the **Custom View Details** panel. Repeat this step to add as many categories as you want.
6. You must put the categories in the **Custom View Details** list into the order in which you would like each category to display in the Nodes tab. Select a category, and then click Up or Down to move the categories into the desired sequence
7. If you must remove a category from the list, select the category, and then click **Delete**.
8. Click **Update** to save the custom view. A **Custom View Updated Successfully** message confirms that the custom view has been updated.
9. If you want to use the new custom view, click **Set Current** to display the Nodes tree by the categories specified in the custom view.
10. Repeat the steps in this section to add additional custom views.

Edit Custom View

1. Click the **Nodes** tab.
2. On the **Nodes** menu click **Change View,** and then click **Create Custom View**. The **Custom View** screen appears.
3. Click the **Name** drop-down arrow, and select a custom view from the list. Details of the categories included and their order appear in the **Custom View Details** panel
4. In the **Custom View** panel, click **Edit**. The **Edit Custom View** window appears.

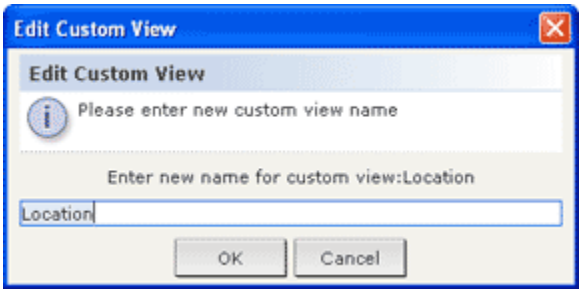

Figure 22 Edit Custom View Window

5. Type a new name for the custom view in the **Enter new name for custom view** field, and then click **OK**. The new view name appears in the **Name** field in the Custom View screen.
6. If you want to add more categories to the custom view, click the **Category** name drop-down arrow at the bottom of the panel. This list contains categories that you can add to the new custom view. Select a category from the list, and then click **Add** to add the category to the **Custom View Details** list. Repeat this step to add as many categories as you want.
7. You must put the categories in the **Custom View Details** list into the order in which you would like each category to display in the Nodes tab. Select a category, and then click **Up** or **Down** to move the categories into the desired sequence
8. If you must remove a category from the list, select the category, and then click **Delete**.
9. Click **Update** to save the custom view. A **Custom View Updated Successfully** message confirms that the custom view has been updated.
10. If you want to use the edited custom view, click **Set Current** to display the Nodes tree by the categories specified in the custom view.
11. Repeat the steps in this section to edit additional custom views.

Delete Custom View

1. Click the **Nodes** tab.
2. On the **Nodes** menu click **Change View,** and then click **Create Custom View**. The **Custom View** screen appears.
3. Click the **Name** drop-down arrow, and select a custom view from the list. Details of the categories included and their order appear in the **Custom View Details** panel
4. In the **Custom View** panel, click **Delete**. The **Delete Custom View** confirmation message appears.

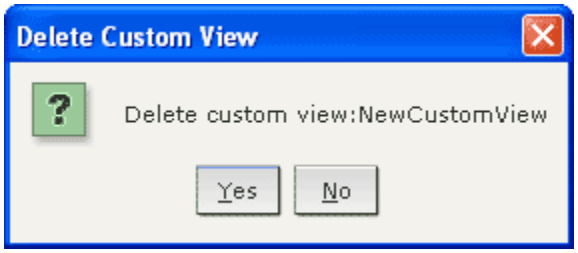

Figure 23 Delete Custom View Window

5. Click **Yes** in the confirmation message.
6. Click **Close** to close the **Custom View** screen.
7. Repeat the steps in this section to delete additional custom views.

Node Sorting Options

You can sort the nodes in either node view type, Tree View or Custom View, either alphabetically or by availability status.

1. Right-click in an empty area of the Nodes tab, click **Node Sorting Options**, and then click **By Node Name** or **By Node Status**.
   - By Node Name arranges nodes alphabetically by their names.
   - By Node Status arranges nodes by their availability status: **Available**, **Busy**, and **Unavailable**.

Power Control for Nodes

Single Interface Power Control

You can quickly select the power operation you want to perform on a specific power control interface by using the interface's right-click menu.

1. In the **Nodes** tree, right-click the interface you want to control power with, and then click **Power On**, **Power Off**, **Power Cycle**, **Graceful Shutdown**. The Power Control screen appears.

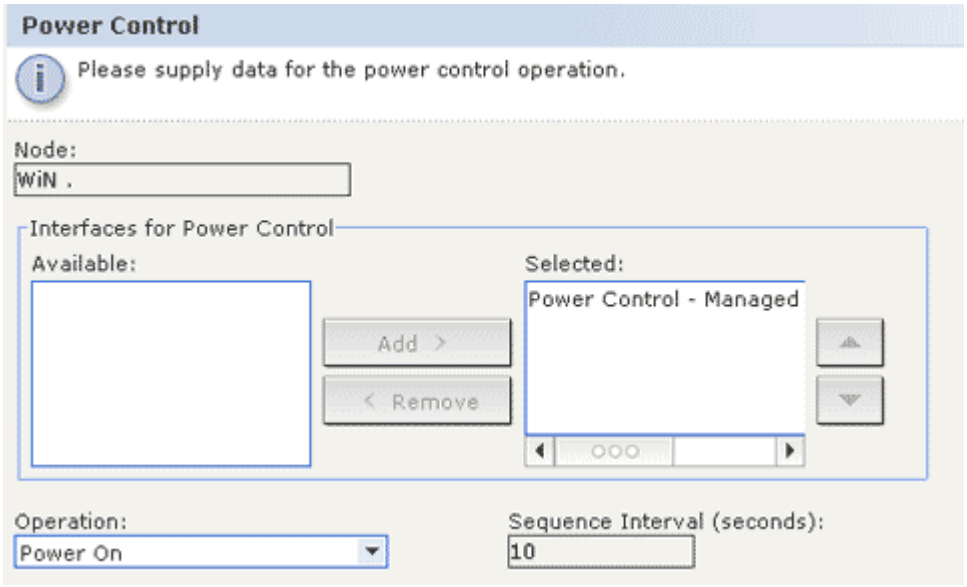

Figure 24 Single Interface Power Control

2. The selected interface name displays in the **Selected** list. The power operation you selected on the right-click menu is populated in the **Operation** field.
3. Click **OK** to send the power operation request through the interface. A confirmation message appears in the screen. The message text will update when the power control operation completes successfully. If the power control operation cannot be completed, a message with more information will appear in a new window.

Single Node Power Control

You can power on, power off, cycle power, and graceful shutdown to a single node that has an associated power interface.

1. Click the **Nodes** tab.
2. Select the node that you want to perform power control on.
3. On the **Nodes** menu, click **Power Control**. The **Power Control** screen appears.

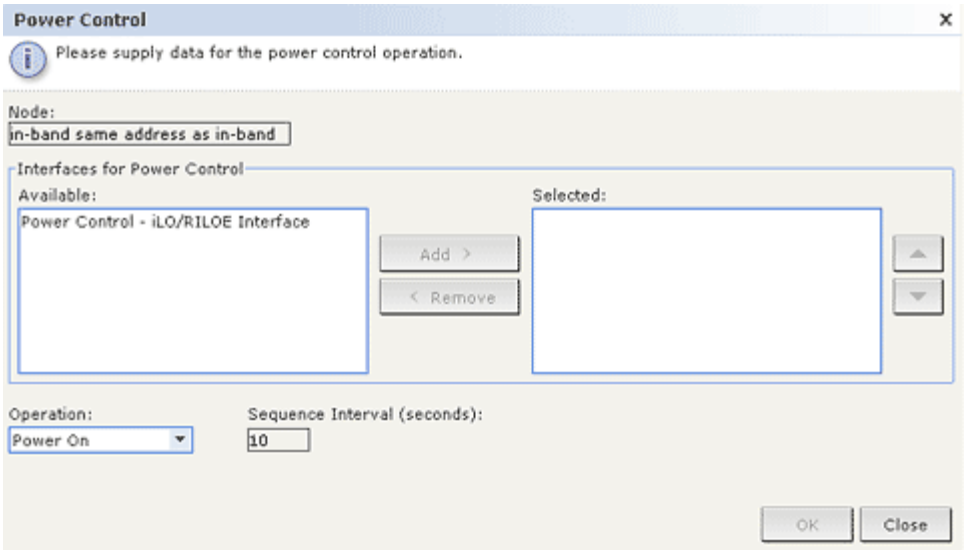

Figure 25 Power Control Screen

4. The selected node's name displays in the **Node** field.
5. In the **Available** list, select the specific interface that you want to perform power control on, and then click **Add** to move the interface to the **Selected** list. Repeat this step until you have added all necessary interfaces to the **Selected** list.
6. You must put the interfaces in the **Selected** list into the order in which you would like CC-SG to perform the power operation. Select an interface in the **Selected** list, and then click the up and down arrows to move the interfaces into the desired sequence.
7. Click the **Operation** drop-down arrow, and select **Power On**, **Power Off**, **Power Cycle,** or **Graceful Shutdown** from the list.
8. If you selected **Power On**, **Power Off,** or **Graceful Shutdown** in the **Operation** field, and more than one interface in the Selected list, type the number of seconds, from 0-120, that should elapse between interfaces in the **Sequence Interval (seconds)** field.
9. Click **OK** to send the power operation request through the interface. A confirmation message appears in the screen. The message text will update when the power control operation completes successfully. If the power control operation cannot be completed, a message with more information will appear in a new window.
10. Repeat the steps in this section to manage power for other nodes.

Node Group Power Control

You can power on, power off, cycle power, and perform graceful shutdown for all nodes in a node group that has associated power interfaces. This might be useful if you needed to power down all nodes in a node group so that you can rewire the rack that they are mounted on, or if you need to perform other types of maintenance on a node group.

1. Click the **Nodes** tab.
2. On the **Nodes** menu, click **Group Power Control**. The **Group Power Control** screen appears.

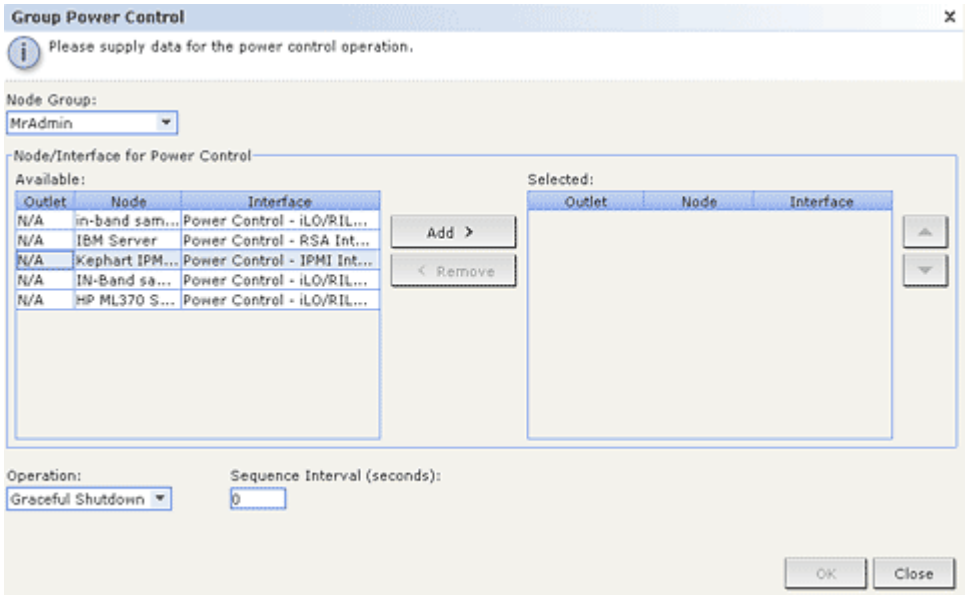

Figure 26 Group Power Control Screen

3. Click the **Node Group** drop-down arrow and select the node group whose power you want to control from the list.
4. In the **Available** list, select the specific interface that you want to perform power control on, and then click **Add** to move the interface to the **Selected** list. Repeat this step until you have added all necessary interfaces to the **Selected** list. If you must remove an interface, select the interface in the **Selected** list, and then click **Remove**.
5. You must put the interfaces in the **Selected** list into the order in which you would like CC-SG to perform the power operation. Select an interface in the **Selected** list, and then click the up and down arrows to move the interfaces into the desired sequence.
6. Click the **Operation** drop-down arrow, and select **Power On**, **Power Off**, **Power Cycle** or **Graceful Shutdown** from the list.
7. If you selected **Power On**, **Power Off** or **Graceful Shutdown** in the **Operation** field, type the number of seconds, from 0-120, that should elapse between interfaces in the **Sequence Interval (seconds)** field.
8. Click **OK** to send the power operation request through the selected interfaces. A confirmation message appears in the screen. The message text will update when the power control operation completes successfully. If the power control operation cannot be completed, a message with more information will appear in a new window.
9. Repeat the steps in this section to manage power for other node groups.

Node Chat

Chat provides a way for users connected to the same node to communicate with each other. You must be connected to a node to start a chat session for that node. Only users on the same node will be able to chat with each other.

To engage in a chat session:

1. Click the **Nodes** tab.
2. Right-click on a node you are currently connected to and select **Chat**, then click **Start Chat Session** if no session has been created yet. A Chat session will be created.

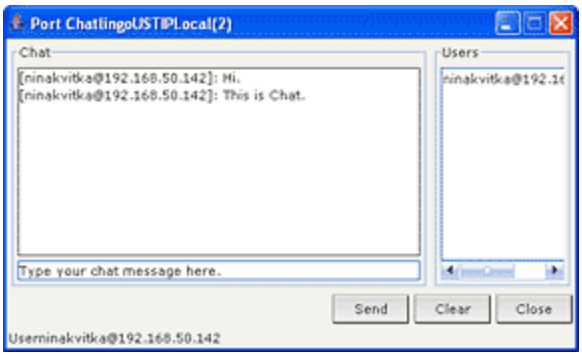

Figure 27 Chat Session

   If a chat session is in progress, right-click on the node, select **Chat**, then **Show Chat Session** to join the chat session.

   The chat session window will appear with the message fields on the left and a list of users in the chat session on the right.
3. Type a message in the new message (lower left) field and press the <**Enter**> key or click **Send**. The message will appear in the chat (upper left) field for all users to see.
4. Click **Clear** to clear any message you have typed in the new message field but have not sent. Clear will not clear the chat field.
5. Click the **Close** to leave or end the chat session.
6. You will be prompted if you want to close the chat session. Click **Yes** to close the chat session for all participants, click **No** to exit the chat session but leave it running for others.

You can also close a chat session for all participants from the nodes tab. Right click on the node with the chat session, select **Chat**, then **End Chat Session**.

Search for Nodes

The CC-SG Search function allows you to search for nodes that match your search terms. CC-SG offers two search types, **Filter by Search Results** and **Find Matching String**.

- **Filter by Search Results** allows you to type search terms, and then click a **Search** button to display a list of only the nodes that match your search terms. You can use wildcards (*) with this search type**.**
- **Find Matching String** highlights the node in the list that best matches your search terms as you type. There is no **Search** button. You cannot use wildcards with this search type.

You can set your search preference in your CC-SG profile. To access your profile, click **My Profile** on the **Secure Gateway** menu. Please refer to Change My Profile, Set Search Preference for additional information.

1. Click the **Nodes** tab.

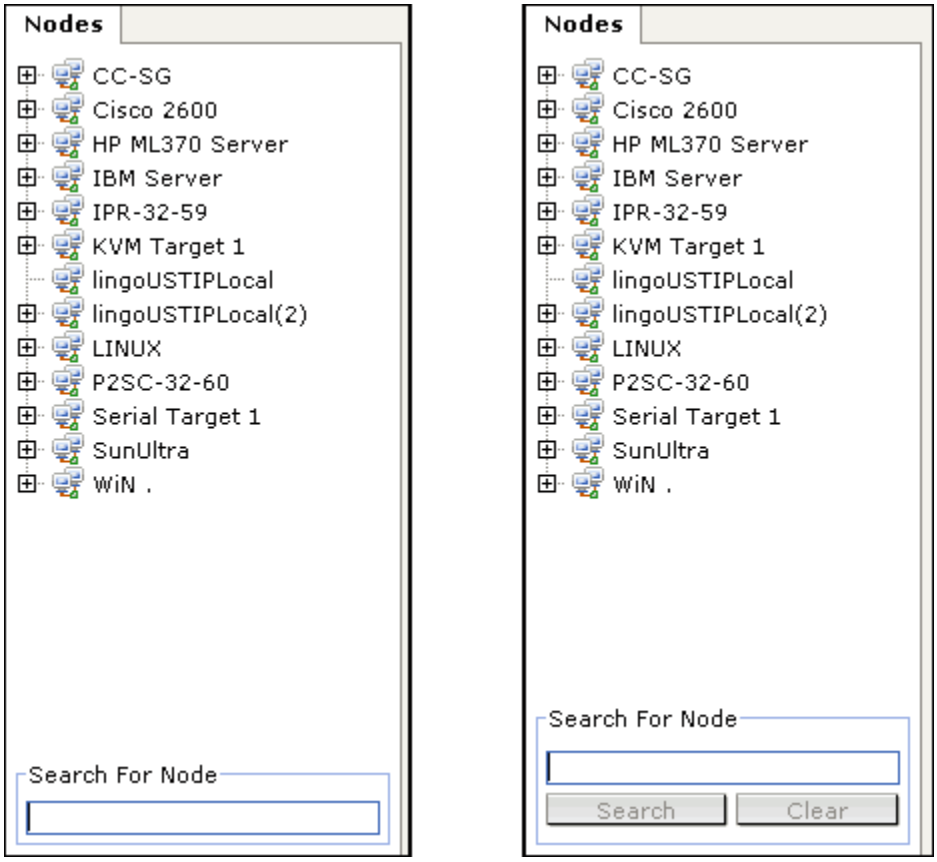

Figure 28 Search for Node--Left: Find Matching String; Right: Filter by Search Results

2. Type a search string in the **Search for Node** field.
3. Depending on your search preference, the Nodes tree will either highlight the first node that matches your search terms, or you can click **Search** to filter the list of nodes to display only those nodes that match your search terms.

Supported Wildcards

These wildcards are supported when you have **Filter by Search Results** set as your search preference in My Profile. Please refer to Change My Profile, Set Search Preference for additional information on search preferences.

WILDCARD	DESCRIPTION
?	Indicates any character.
[-]	Indicates a character in range.
*	Indicates zero or more characters.

Examples are as follows:

EXAMPLE	DESCRIPTION
Solaris?	Locates **Solaris1**, and **SolarisN**, but not **Solaris1Z**.
Windows*	Locates **Windows2000**, and **Windows2003 Server**.
Windows[0-9][0-9][0-9][0-9]	Locates **Windows2000**, but not **Windows2003 Server**.
192.*	Locates all nodes that have been configured with an IP address starting with **192**.

Change My Profile

My Profile allows you to change your CC-SG password and email address, adjust the CC-SG display's font size, and set your default search type preference. You can also view information about how long you can use your password until you will be forced to change it.

Change Your Password

You can change your CC-SG password whenever you want. The CC-SG administrator can also configure CC-SG to force you to change your password periodically.

To change your password:

1. On the **Secure Gateway** menu, click **My Profile**. The Change My Profile screen appears.

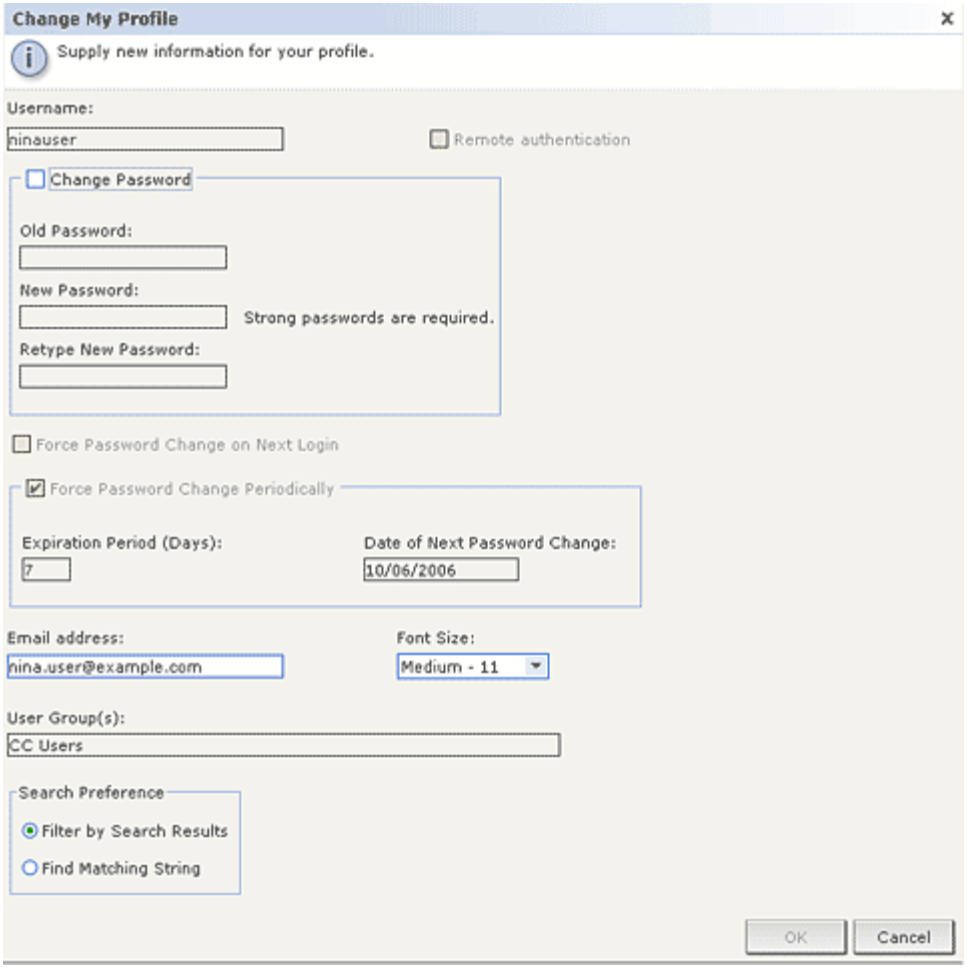

Figure 29 My Profile Screen

2. Check the **Change Password** checkbox to activate the change password fields.
3. Type your current password in the **Old Password** field.
4. Type your new password in the **New Password** and **Retype New Password** fields.

Note: *If you see a* ***Strong passwords are required*** *text label next to the* ***New Password*** *field, the Administrator has enabled strong passwords. Strong passwords must contain a minimum of 8 characters, and satisfy other requirements as defined by the Administrator. If you see a* ***Strong passwords are not required text label*** *next to the* ***New Password*** *field, the Administrator has not enabled strong passwords. Your password must contain 6-16 characters.*

5. Click **OK** to set your new password.

Change Your Email Address

1. On the **Secure Gateway** menu, click **My Profile**. The Change My Profile screen appears.
2. Type your new email address in the **Email address** field, and then click OK.

Change the CC-SG Font Size

CC-SG will use the font size you select for all text in its screens.

1. On the **Secure Gateway** menu, click **My Profile**. The Change My Profile screen appears.
2. Click the **Font Size** drop-down arrow and select the font size that you want CC-SG to use in its screens.
3. Click **OK**.

Set Search Preference

CC-SG offers two search types, **Filter by Search Results** and **Find Matching String**. You can set your search preference in **My Profile**.

Filter by Search Results allows you to type search terms, and then click a button to display a list of only the nodes that match your search terms. You can use wildcards (*) with this search type**.**

Find Matching String highlights the node in the list that best matches your search terms as you type. You cannot use wildcards with this search type.

To set your search preference:

1. On the **Secure Gateway** menu, click **My Profile**. The Change My Profile screen appears.
2. In the **Search Preference** panel, click the radio button that corresponds to the search type you want to use, and then click **OK**.

Chapter 4: Connecting to and Using Nodes Via the CC-SG Access Client

In the CC-SG Access Client, you can connect to nodes through their associated interfaces. Each node has a Node details screen, which lists all associated interfaces to which you have access.

Click a node in one of the node lists in the left panel (**All Nodes**, **Favorites** and **Recent**) to open the Node details screen for the selected node. You can also click the **Node** tab at the top of the screen to return to the selected node's Node detail screen after visiting other tabs.

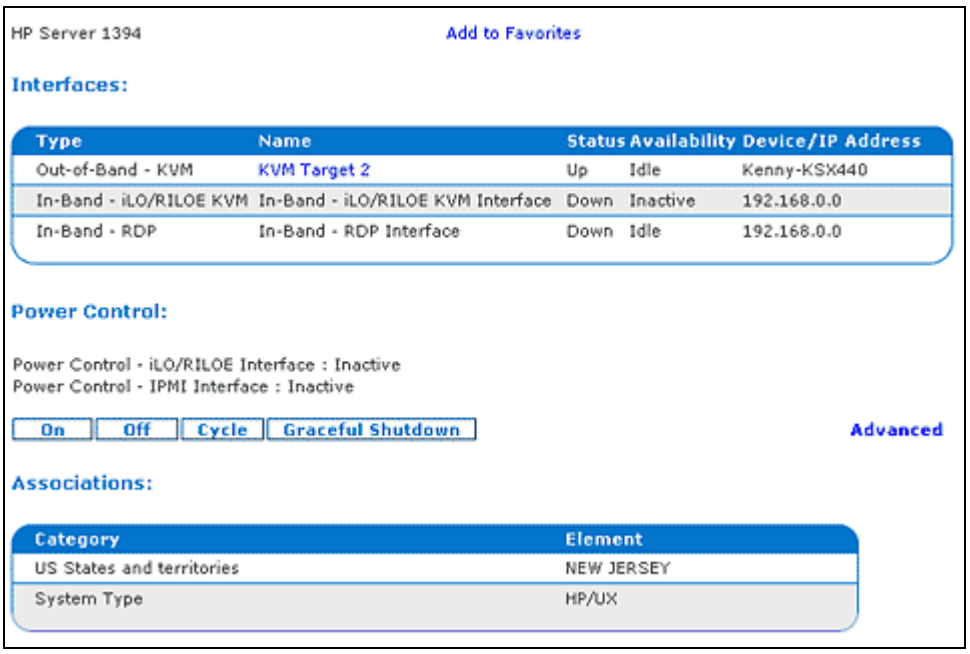

Figure 30 CC-SG HTML Client-Node Details Screen

Connect to a Node via an Out-of-Band Serial Interface

1. Select the node you want to connect to and manage in one of the node lists in the left panel. The Node details screen appears.

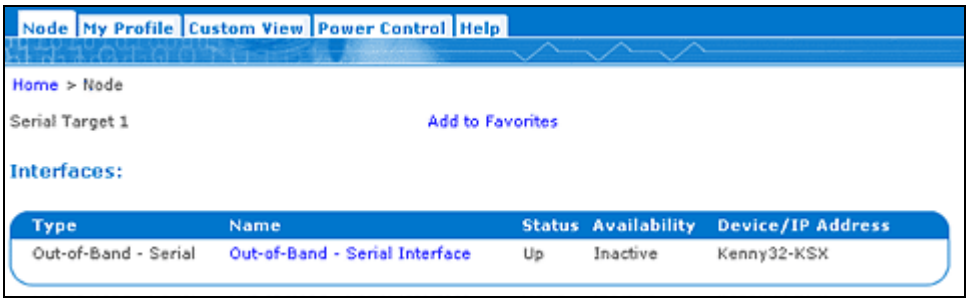

Figure 31 Node Profile Screen—Out-of-Band Serial Interface

2. In the Node details screen, all configured interfaces display in the Interface section.
3. In the Name column, click the hyperlink of the serial interface you want to use to connect to the node.
4. The RSC application launches in a new window. Use the application to manage the devices and ports.

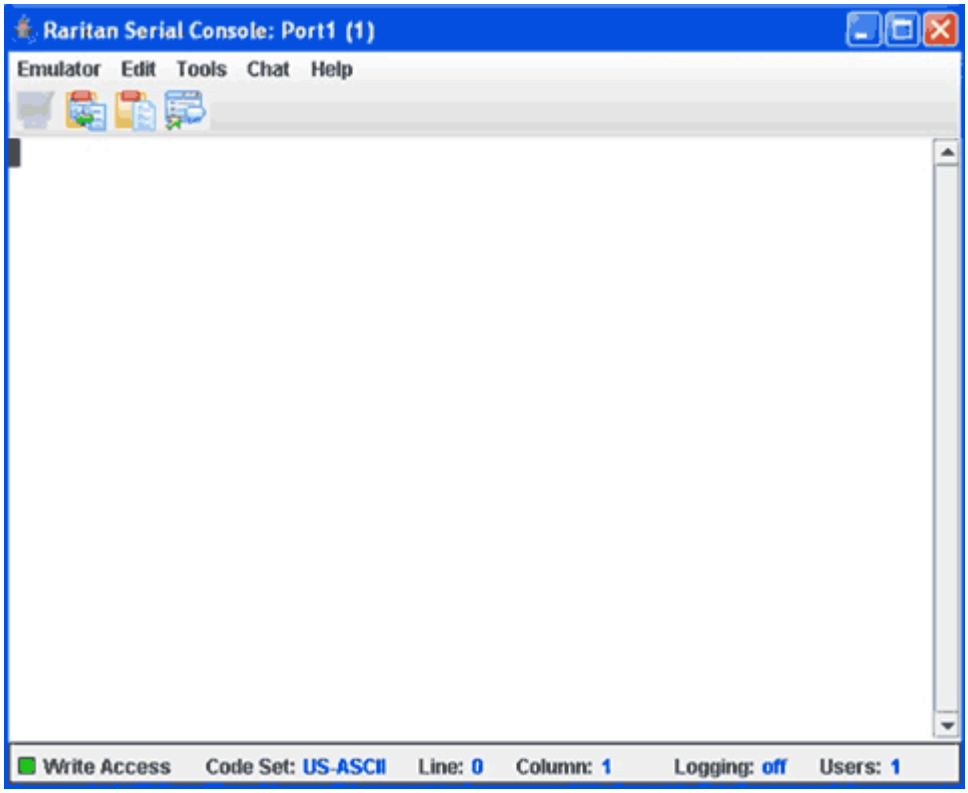

Figure 32 Raritan Serial Client Window

5. When you are finished using RSC to manage the port, on the RSC **Emulator** menu, click **Exit**.
6. Repeat the steps in this section to connect to and manage other nodes via out-of-band serial interfaces.

Connect to a Node via an Out-of-Band KVM Interface

1. In the **Nodes** tree, select the node you want to connect to and manage. The Node details screen appears.

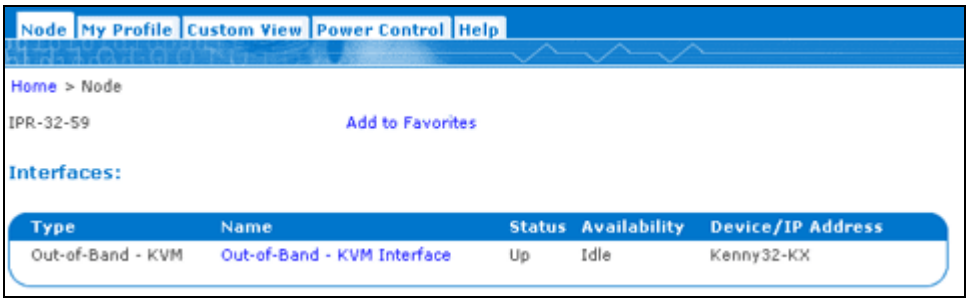

Figure 33 Node Profile Screen—Out-of-Band KVM Interface

2. In the Node details screen, all configured interfaces display in the Interface section.
3. In the Name column, click the hyperlink of the KVM interface you want to use to connect to the node.
4. The RRC or MPC application launches in a new window.
5. A **Connection Status** window informs you of connection status. Once a connection is established, RRC or MPC opens.

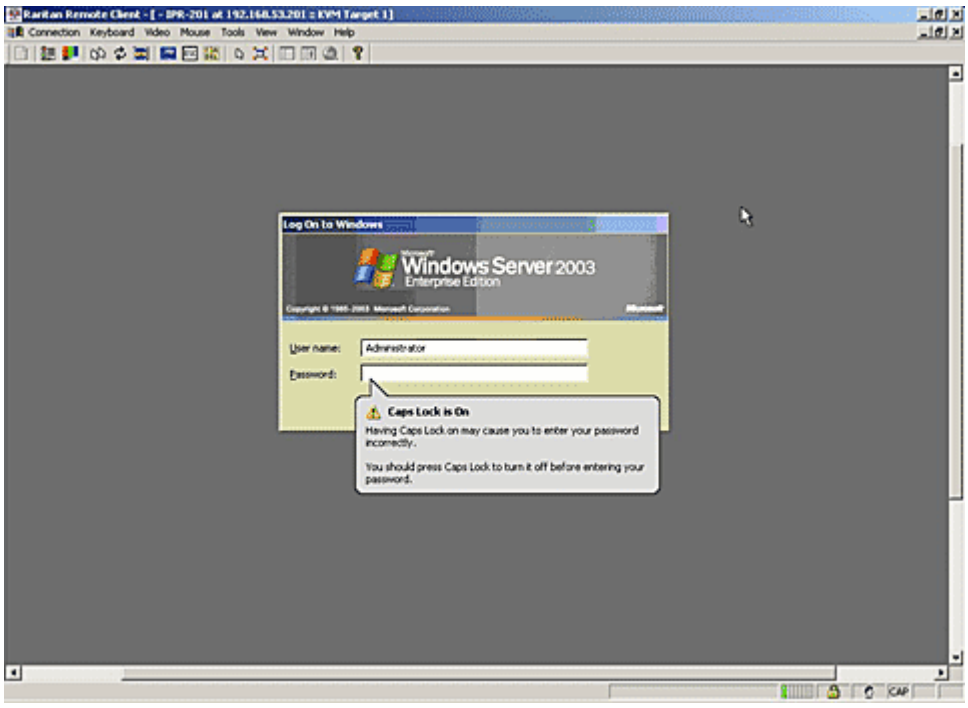

Figure 34 Raritan Remote Client Window

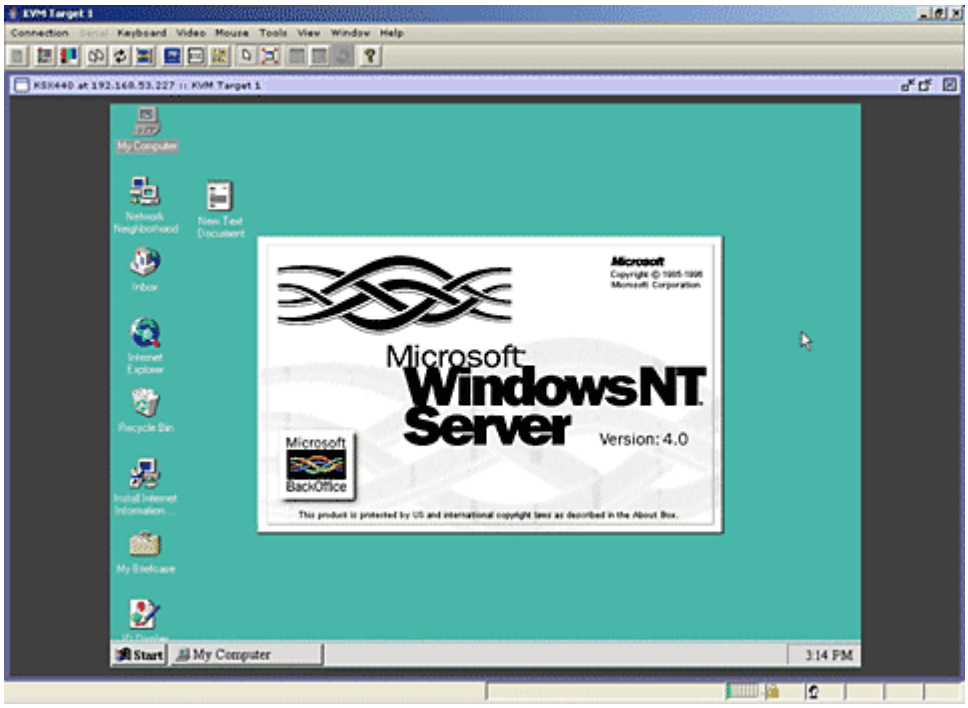

Figure 35 Multi-Platform Client Window

***Note**: If using the MPC application, saving the user profile from MPC also saves it to CC-SG. Thereafter, when connecting to a port using MPC, the saved settings are applied to the MPC session.*

6. When you are finished using RRC or MPC to manage the node, from the **Connection** menu, click **Exit**.
7. Repeat the steps in this section to connect to and manage other nodes via KVM interfaces.

***Note**: If the KVM node is on sleep mode and indicates "no video signal," press the space bar on your keyboard until the node exits sleep mode.*

Connect to an iLO/RILOE-Enabled Node

1. In the **Nodes** tree, select the iLO/RILOE node you want to connect to and manage. The Node details screen appears.

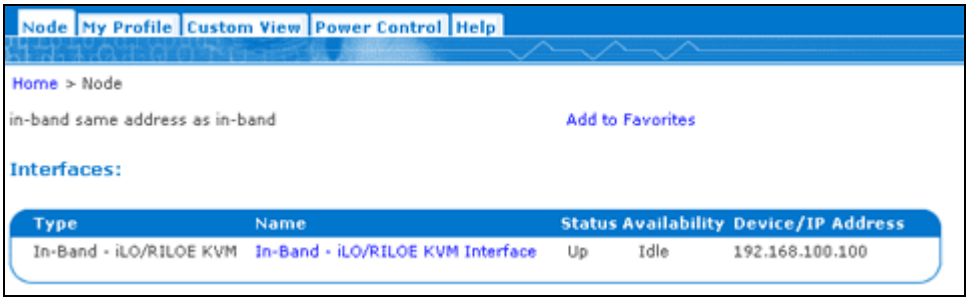

Figure 36 Node Profile Screen—iLO/RILOE KVM Interface

2. In the Node details screen, all configured interfaces display in the Interface section.
3. In the Name column, click the hyperlink of the KVM interface you want to use to connect to the node.
4. The HP **Remote Console** applet launches. When the applet loads, you have KVM access to the iLO/RILOE-enabled server.

Note: *If you cannot connect to an in-band KVM interface, it may already be occupied by another user.*

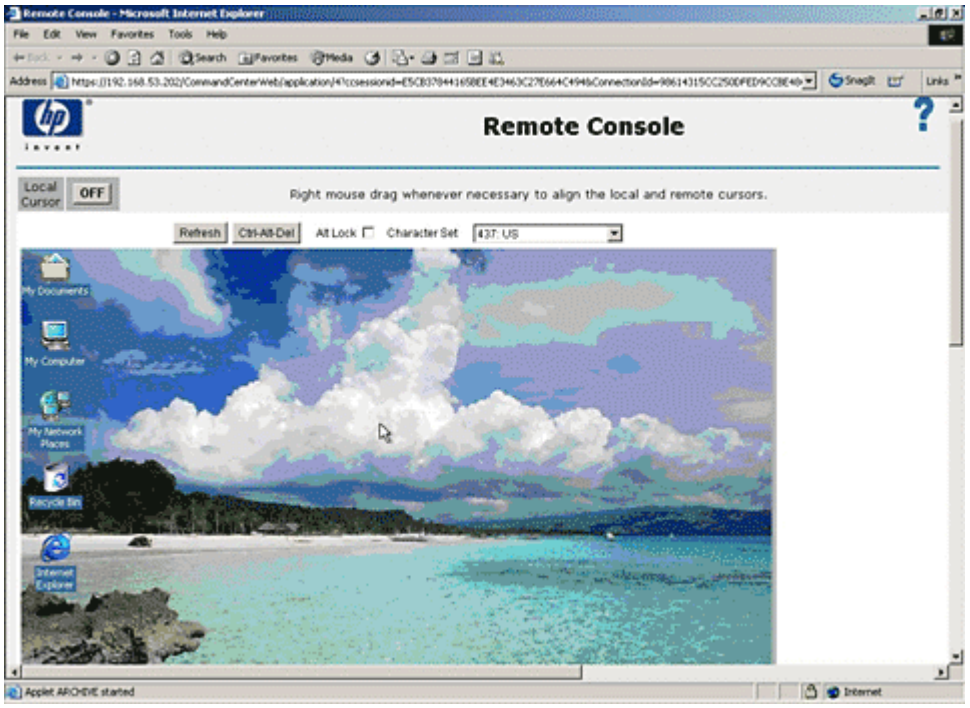

Figure 37 HP's Remote Console Applet

5. When you are finished using **Remote Console**, close the browser window.
6. Repeat the steps in this section to connect to and manage other HP iLO/RILOE nodes.

Managing an iLO/RILOE Power Interface

Please refer to Power Control for Nodes for additional information on managing power interfaces.

***Note**: Nodes of an iLO/RILOE device are powered on/off and recycled directly. Nodes connected to Raritan Dominion devices, such as KX and SX, are managed via outlets of a power strip that are associated with a port of a Dominion device.*

Managing Power to an IPMI Server Node

Please refer to Power Control for Nodes for additional information on managing power interfaces.

***Note**: The IPMI Server can be powered on/off and recycled directly.*

Disconnect from a Node

You can disconnect from a node by closing the application you are using to manage the node.

Power Control for Nodes

CC-SG allows you to control power for single nodes or for node groups that have power interfaces associated with them. You can perform power on, power off, cycle power, and graceful shutdown functions.

Single Node Power Control

Single node power control allows you to control power for all or selected interfaces within a single node. For power on and power off operations, you can select the order in which interfaces are powered on and off.

Control power for all interfaces of a single node:

1. Click the node that you want to control power for in one of the node lists in the left panel. The Node details screen appears.
2. In the Power Control section, click **On**, **Off**, or **Cycle**, or **Graceful Shutdown** to perform the corresponding power control operation for all interfaces associated with the node.
3. Repeat the steps in this section to perform power control for additional nodes.

Control power for selected interfaces of a single node:

1. There are two ways to access Single Node Power Control for selected interfaces:
   a. Click the **Power Control** tab at the top of the screen, and then click **Single Node Power Control** to open the Single Node Power Control screen.
   b. Click the node that you want to control power for in one of the node lists in the left panel, and then click **Advanced** in the Power Control section of the Node details screen for the selected node.
2. Click the **Node** drop-down arrow and select the node that you want to control power for from the list. The **Available** list displays all interfaces in the selected node.
3. In the **Available** list, select the specific interface that you want to perform power control on, and then click **Add** to move the interface to the **Selected** list. Repeat this step until you have added all necessary interfaces to the **Selected** list.
4. You must put the interfaces in the **Selected** list into the order in which you would like CC-SG to perform the power operation. Select an interface in the **Selected** list, and then click the up and down arrows to move the interfaces into the desired sequence.

5. Click the **Operation** drop-down arrow, and select **Power On**, **Power Off**, **Power Cycle**, or **Graceful Shutdown** from the list.
6. If you selected multiple interfaces, type the number of seconds that should elapse between interfaces in the **Sequence Interval (seconds)** field.
7. Click **OK** to begin the power control operation. Click **OK** in the confirmation message that appears to start the operation. Another message will appear when the operation completes, to give you the status of the operation.

Node Group Power Control

Node Group Power Control allows you to control power for all or selected interfaces in a node group. For power on and power off operations, you can select the order in which interfaces are powered on and off.

Control power for all or selected interfaces in a node group

1. Click the Power Control tab at the top of the screen, and then click Node Group Power Control to open the Node Group Power Control screen.
2. Click the **Node Group** drop-down arrow and select the node group that you want to control power for from the list. The **Available** list displays all interfaces in the selected node group.
3. In the **Available** list, select the specific interface that you want to perform power control on, and then click **Add** to move the interface to the **Selected** list. Repeat this step until you have added all necessary interfaces to the **Selected** list.
4. You must put the interfaces in the **Selected** list into the order in which you would like CC-SG to perform the power operation. Select an interface in the **Selected** list, and then click the up and down arrows to move the interfaces into the desired sequence.
5. Click the **Operation** drop-down arrow, and select **Power On**, **Power Off**, **Power Cycle**, or **Graceful Shutdown** from the list.
6. If you selected multiple interfaces, type the number of seconds that should elapse between interfaces in the **Sequence Interval (seconds)** field.
7. Click **OK** to begin the power control operation. Click **OK** in the confirmation message that appears to start the operation. Another message will appear when the operation completes, to give you the status of the operation.

Node Lists

The left panel of the CC-SG HTML Client contains several ways to locate nodes. There are three lists that offer different views of the nodes: **All Nodes**, **Favorites** and **Recent**. In each list, you see icons that show the status of each node. You can click a node in one of the lists to open the Node Profile.

All Nodes List

The **All Nodes** list displays all nodes to which you have access as well as node search results. Please refer to Search for Nodes for additional information on searching for nodes.

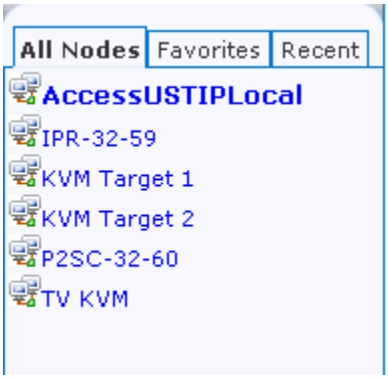

Figure 38 All Nodes List

Favorite Nodes List

You can create a personalized list of nodes you must access often in the **Favorites** list. You can add nodes, delete nodes, and sort the list of Favorite nodes.

Add a Node to Favorites

1. Click the **All Nodes** or **Recent** list in the left panel.
2. Click the node you want to add to **Favorites**. The Node details screen opens.
3. In the Node details screen, click **Add to Favorites**. The status bar at the bottom of the browser window displays a confirmation message, and the **Add to Favorites** link disappears from the Node details screen.
4. Repeat the steps in this section to add additional nodes to Favorites.

Sort Nodes in Favorites

You can change the order in which nodes are listed in the **Favorites** tab.

1. Click the **Favorites** list in the left panel.

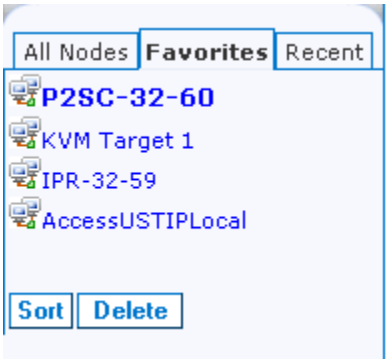

Figure 39 Favorites List

2. Click **Sort**. The Sort Favorites window appears.

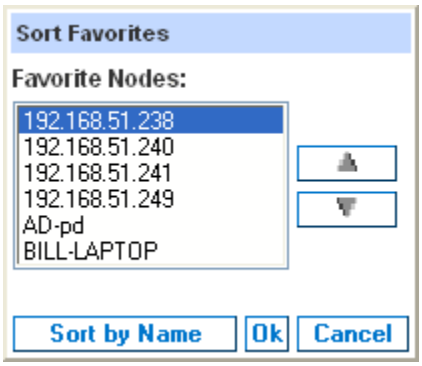

Figure 40 Sort Favorites Window

3. You must put the nodes in the **Favorite Nodes** list into the order in which you would like them to display in the Favorites list. Select a node, and then click the up and down arrows to move the nodes into the desired sequence. Click **Sort by Name** to arrange the nodes in alphanumeric order.
4. Click **OK** to save your changes.

Delete a Node from Favorites

You can delete a node from your Favorites list.

1. Click the **Favorites** list in the left panel.
2. Click the node you want to delete. The Node details screen for the selected node appears.
3. Click **Delete** in the Favorites list to delete the node from the list.

Recent Nodes List

The **Recent** list displays the ten nodes you have most recently accessed by clicking the node name in any list. Each node you visit is added to the top of the **Recent** list.

Clear the Recent Nodes List

1. Click the **Recent** list in the left panel.

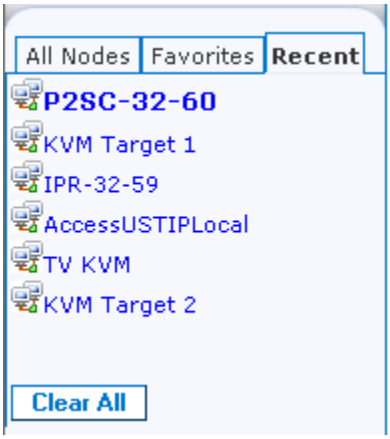

Figure 41 Recent List

2. Click **Clear All** to clear the **Recent** list.

Custom Views

The Custom View tab allows you to specify different ways to display the nodes in the **All Nodes** list in the left panel, using Associations set up by the Administrator.

CC-SG Administrators can set up Associations to help organize equipment. Each Association includes a Category, which is the top-level organizational group, and its related Elements, which are subsets of a Category. If the Administrator has set up Associations, you can define custom views that specify how the nodes in certain Category and Element combinations display in the nodes lists.

CC-SG also includes a **Standard View**, which sorts the **All Nodes** list in alphabetical order. You cannot change or delete the **Standard View**.

Change a custom view

1. Click the **Custom View** tab.
2. The **View Name** field displays the name of the custom view whose categories are listed in the **View by Category** section of the screen.
3. If you want to change the sequence in which each category of nodes will appear in the **All Nodes** list, click a category in the **Selected** list, and then click the up and down arrows to move the categories into the desired sequence.
4. If you want to add a category to the custom view, select the category in the **Available** list, and then click **Add** to move the category into the **Selected** list.
5. If you want to remove a category from the custom view, select the category in the **Selected** list, then click **Remove** to move the category into the **Available** list.
6. Click **Save** to save your changes. You cannot change the Standard View.

Add a new custom view

1. Click the **Custom View** tab.
2. Click **Add** to open the **Add View** window.
3. Type a name for the custom view in the **View Name** field, and then click **OK**. The new custom view name displays in the **View Name** field in the Custom View screen.
4. In the **Available** list, select the category that you want to add to the custom view, and then click **Add** to move the interface to the **Selected** list. Repeat this step until you have added all necessary interfaces to the **Selected** list.
5. You must put the categories in the **Selected** list into the order in which each category of nodes will appear in the **All Nodes** list. Select a category in the **Selected** list, and then click the up and down arrows to move the categories into the desired sequence.
6. Click **Save** to save the new custom view.

Change a custom view's name

1. Click the **Custom View** tab.
2. Click the **View Name** drop-down arrow and select the custom view whose name you want to change from the list.
3. Click **Edit** to open the **Edit View** dialog.
4. Type a new name for the custom view in the **View Name** field, and then click **OK**.

Delete a custom view

1. Click the **Custom View** tab.
2. Click the **View Name** drop-down arrow and select the custom view you want to delete from the list.
3. Click **Delete**. You cannot delete the Standard View.

Assign a default custom view

1. Click the **Custom View** tab.
2. Click the **View Name** drop-down arrow and select the custom view you want to assign as the default view from the list.
3. Click **Set as Default** to assign the selected custom view as the default.

Apply a custom view

1. Click the **Custom View** tab.
2. Click the **View Name** drop-down arrow and select from the list the custom view you want to apply to the **All Nodes** list.
3. Click **Apply View** to sort the **All Nodes** list according to the selected custom view.

Search for Nodes

The Search for Nodes function allows you to search for nodes in the node lists in the left panel.

1. Type the search terms in the **Search for Nodes** field at the top of the left panel
2. As you type in the **Search for Nodes** field, the node that most closely matches your search terms is highlighted in the selected node list.
3. Click **Filter** to load a nodes list that includes only the nodes that match your search terms.

4. Click **Clear** to reload the complete node list and remove your search terms.

Supported Wildcards

These wildcards are supported when you have **Filter by Search Results** set as your search preference in My Profile. Please refer to Change My Profile, Set Search Preference for additional information on search preferences.

WILDCARD	DESCRIPTION
?	Indicates any character.
[-]	Indicates a character in range.
*	Indicates zero or more characters.

Examples are as follows:

EXAMPLE	DESCRIPTION
Solaris?	Locates Solaris1, and SolarisN, but not Solaris1Z.
Windows*	Locates Windows2000, Windows2003 Server.
Windows[0-9][0-9][0-9][0-9]	Locates Windows2000, but not Windows2003 Server.
192.*	Locates all nodes that have been configured with an IP address starting with **192**.

Node Chat

You can chat with other users who are connected to the same node as you.

1. Click the connected node whose other users you want to chat with in one of the node lists in the left panel. The Node details screen opens.
2. Click **Open Chat** beneath the Interface section. The Chat dialog appears.
3. Type your message in the bottom box and click **Send**.
4. To end the chat session, click **Close**. Any participant can end a chat session. However, if the user who initiated the chat ends the session, then the entire chat session is terminated and all chat windows are closed. If you end a chat session and you are not the initiator, then you can rejoin the session later if it is still active.

My Profile

The My Profile tab allows you to change your password, email address, and default node list.

Change Your Password

The Change Password section of My Profile allows you to change your CC-SG password.

1. Click the **My Profile** tab. The My Profile screen opens
2. Check the **Change Password** checkbox to activate the change password fields.
3. Type your current password in the **Old Password** field.
4. Type your new password in the **New Password** and **Retype New Password** fields, and then click **OK**.

*Note: If you see a **Strong passwords are required** text label next to the **New Password** field, the Administrator has enabled strong passwords. Strong passwords must contain a minimum of 8 characters, and satisfy other requirements as defined by the Administrator.*

*If you see a **Strong passwords are not required text label** next to the **New Password** field, the Administrator has not enabled strong passwords. Your password must contain a 6-16 characters.*

Change Your Email Address

The **Email Address** field in the My Profile screen displays the email address currently associated with your CC-SG User ID.

1. Click the **My Profile** tab. The My Profile screen opens
2. Type your new email address in the **Email Address** field, and then click **OK**.

Set Default Node List

The Default Node List field in My Profile allows you to define which node list displays in the left panel upon login.

1. Click the **My Profile** tab. The My Profile screen opens
2. Click the **Default Node List** drop-down arrow, and then select **All Nodes**, **Favorite Nodes** or **Recent Nodes** from the list.
3. Click **OK** to save your default node list selection.

Chapter 5: Generating Reports

You can generate reports only from the Director Client, not from the Access Client.

Reports can be sorted by clicking on the column headers. Click on a column header such as User Name, Access Time, etc., to sort report data by that value. The data refreshes in ascending order alphabetically, numerically, or chronologically. Click on the column header again to sort in descending order. The up or down arrow next to the cell name indicates how the report is sorted.

The column width in all reports can be sized by resting your mouse pointer on the column divider in the header row until it becomes a double-headed arrow. Click and drag the arrow to the left or right to adjust column width.

The sorting value and column width you use becomes the default report view the next time you log in and run CC-SG reports. For all reports, you can double-click on a row to view further details of the report.

***Note**: In all reports, use CTRL+click to deselect a highlighted row.*

Active Nodes Report

The Active Nodes report displays ports that are currently in use. You can view the connections and disconnect from nodes whose connections you initiated.

1. On the **Reports** menu, click **Nodes**, and then click **Active Nodes**. The **Active Nodes** report generates.

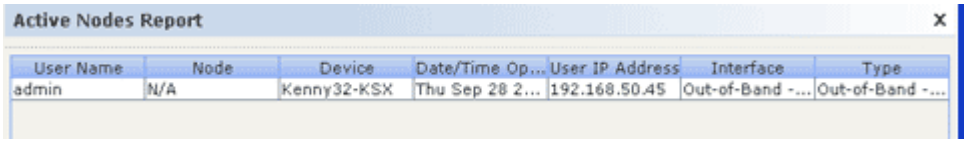

Figure 42 Active Ports Report

   - Click **Manage Report Data** to save or print the report. Click **Save** to save the report to a location of your choice. Click **Print** to print the report.
   - Double-click any cell in the report table to view the report details in a new window. Click **Close** to report details window.
   - Select an active node from the list, and then click **Disconnect** to disconnect from the node.
2. Click **Close** to exit the Active Nodes Report.

***Note**: You cannot disconnect from nodes whose connections you did not initiate.*

User Data Report

The User Data report displays certain data on all users in the CC-SG database. From **User Name** field you can see names of users currently in session. From **Description** field you can see description of user. From **Phone** field you can see user dial back telephone number. Form **Enabled** field you can see information if check box **Login** is enabled. From **Password Expiration** you can see password expiration period in days.

1. On the **Reports** menu, click **User Data**. The **All Users' Data** report is generated. Use the scroll bar to scroll through the list and view all entries.

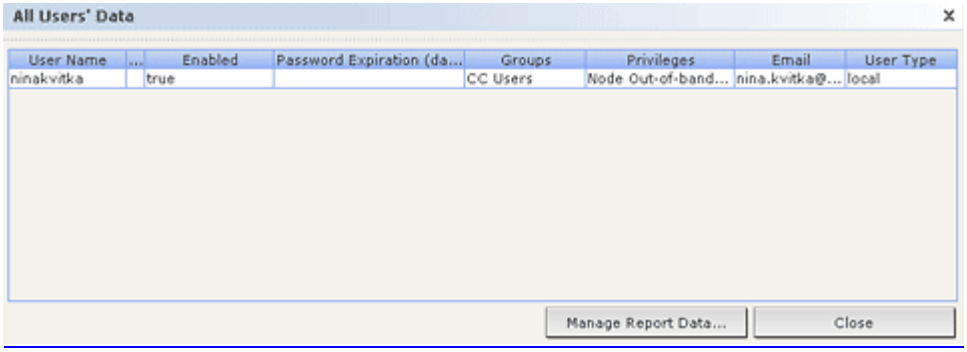

Figure 43 All Users' Data Report

2. Click **Manage Report Data…** to save or print the report. Click **Save** to save the report to a location of your choice or **Print** to print the report. Click **Close** to close the window.
3. Click **Close** to close the **All Users' Data** report.

Appendix A: Keyboard Shortcuts

The following keyboard shortcuts can be used in the Director Client.

OPERATION	KEYBOARD SHORTCUT
Refresh	F5
Print panel	Ctrl + P
Help	F1

255-80-3100

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